Hickey.Donna

From:	Lisa.Catana@international.gc.ca
Sent:	February 28, 2018 4:01 AM
To:	Campbell.Malcolm; Clack.Trevor; Daponte.Andie; @international.gc.ca; @international.gc.ca; @international.gc.ca; Pearson.Ryan; Sanan.Sunil; Trevor.Clack@international.gc.ca
Subject:	MOD 3 - Update and Data Definitions
Attachments:	Module 3 - Data Definitions_Draft 28FEB2018.xlsx
Follow Up Flag:	Follow up
Flag Status:	Completed

Hi All,

This is a long one! Hang on tight.

MOD 3 DATA DEFINITIONS:

Please find attached my draft Module 3 Data Definitions:
Tab 1 =
Tab 2 =
Tab 3 =

Current Queries
We are currently using the following 5 queries to create a ' sheet that feeds the Module 3 viewer:
1 -
2 -
3 -
4 -
5 -

For queries 3-5, we are currently doing some fancy

I have requested that SIMB do this as part of the data pull (fingers crossed).

SIMB ask:
The idea would be that SIMB would:
- Pull this
- The mission sheets would be saved in a folder in an easily accessible location (
- The name of the sheet would be constant so that it could be easily referenced in the code.

1

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Simplifying Data:
I tried to streamline the data as much as I could to reflect only the data that we require for the

I have

I have also tried to   that would be

MOD 3 UPDATE:

Local Risk Factors/Flags:
Just an update on this piece.
Chatting with Trevor and Sunil this week, it sounds like it will be reasonable to incorporate the "
                                                                        (T/S - Feel free to correct me if I
misinterpreted this). I think including this in the

MOD 3 – WISHLIST:
This is the wishlist I've compiled so far based on emails circulating. Let me know if you would like to add anything.

FOR DISCUSSION ON MONDAY'S CALL:
I know that Trevor/Sunil are now in conversation with additional coders who will soon be tackling MOD 3 tasks.

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As I mentioned above, the data is currently doing

As of now, this is a rough summary of how the MOD3 Viewer is being populated (see table below).

I'm hoping we can simplify that by:
-
-

– we discussed the ETL etc – but maybe we can revisit on the Monday call.

I'm not clear on what is reasonable to achieve for

Happy for any feedback on this.
L

LISA CATANA

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s.17

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High Commission of Canada   Haut-commissariat du Canada

C

Hickey.Donna

From:	Campbell.Malcolm
Sent:	June 12, 2019 10:49 AM
To:	Jacobs.Oscar; @international.gc.ca';
	' @international.gc.ca';
	Daponte.Andie; Pearson.Ryan;
	Catana.Lisa; Sanan.Sunil; Clack.Trevor;
	. @international.gc.ca;
	@international.gc.ca'
Cc:	Campbell.Malcolm
Subject:	Chinook Call Summary June 11
Attachments:	Chinook Next Steps for IVDGSC.docx

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s.21(1)(a)
s.21(1)(b)

Hi everyone, please see summary, next steps and more updates below.

Present: Trevor, Andie,   Lisa and Malcolm

Summary:
- Windows 10/Office 16 issue:
    - INHQ spoke with GAC. They do not have coders, they are Windows 10 "integrators". They do not debug Excel sheets but they did advise they are completely up to date on '

    As IRCC developed the sheet and coding   IRCC has to
    (hopefully that makes sense to somebody...)
    - Trevor and Andie may have found a solution to the Chinook Mod 3 (and Mod 2) crashes. They rebuilt the code in Office 16 and it seems to have solved the issue, but more testing is required.
    - The solution is to use the !

- Agreed that the first priority in the short-term is solving 1   followed by completing V1.0s of Mods 2, 6 and 4.
- Mod 2: completing UAT and fixing bugs, although Windows 10 has resulted in crashes as well.
- Mod 4: Possibly ready for the final piece and   testing now.   and Trevor to discuss off line.
- Mod 5:
    - Piloting with RAOs now.
    - Indicators in the daily Mod 3 zip so any new indicator can be uploaded in 24 hours.
    - Word Flags appear to be working properly
    - INHQ still trying to collaborate with IRM on the governance piece.
- Mod 6: almost ready. Trevor is trying to make it more streamlined. Currently works in an   ' function.

N/R

-
          Info about how much Chinook gets is still slowly trickling down. We have a meeting with Major Projects Branch coming up soon.

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- INHQ had a meeting with the new Transformation Sector as part of "Chinook Next Steps" (attached for reference) that went to the IVDGSC. We want to maintain business reqs and development coordination but want coders from Transformation Sector. They are still sorting themselves out but they are interested but I think this would be a longer term strategy.
- We came to an agreement with ATIP that we will not do a full Privacy Impact Assessment for Chinook, but a shorter and less detailed Privacy Risk Assessment. We are hiring a consultant to do this full-time work who previously worked on the AA PIA so is very familiar with GCMS.

Next Steps:
- Trevor and Andie will do more ▓▓▓▓▓▓ Windows 10 testing and put together instructions on how to use this option. They are trying to get Mexico involved in testing.
- Malcolm to check to see if CPC-O are on Windows 10 yet for testing.
- Next Call scheduled for June 26th.

Updates since the call:
- ▓▓▓▓▓ our CN HQ coder has resigned. His last day is Monday June 17.
- CN has confirmed that Sunil can take over the Development Coordinator position over the summer.
- Now we are down to ▓▓▓▓ at 50% time and Trevor until June 28th.
- I have coder job reqs form Sunil and I will send to Olivier Jacques to try and get some term LES hired for coding purposes. This would not result in immediate hires though. And Olivier will probably start the conversation on a future AD call.
- Consultant has been hired. We are meeting with him on Monday.

Thanks,

Malcolm Campbell
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malcolm.campbell@cic.gc.ca

Hickey.Donna

From:	Campbell.Malcolm
Sent:	June 14, 2018 12:57 PM
To:	Pearson.Ryan; Sanan.Sunil; Ho.Nathan; Clack.Trevor; Trevor.Clack@international.gc.ca; 'Andie.Daponte@international.gc.ca'; Lisa.Catana@international.gc.ca; @international.gc.ca'; @international.gc.ca; 'Jean-@international.gc.ca';
Cc:	Jacobs.Oscar; Campbell.Malcolm
Subject:	Chinook June 14 Teleconference Summary

Hi, thanks to those who could attend. The bulk of the 1 hour call was spent on discussing Mods 1 and 3 Roll-out and Training and I think we had a good discussion about both. Another email on the way forward to be sent soon.

Below is a summary of the call and next steps.

Most important point: **Participant missions continue to test and install Module 1 at their missions and provide feedback to the Mod 1 team** Sunil and Ryan)

1. Phase 1 (Participant Missions) and Phase 2 (Area Expert Missions) Roll-out and Training
    a. Mod 1:
       -Some Phase 2 missions (Mexico, Singapore) would like to wait until the fall to implement Mod 1 due to peak season and posting season.
       -Being used in Ankara and Abu Dhabi
       -Tested and demo'd in Paris, Manila, Riyadh, Mexico, and Delhi
       hits have stalled implementation at some missions.

    b. Mod 3:
       -Mandatory use in Abu Dhabi and Ankara
       -Being used and/or tested in Paris, Rabat, Bucharest, Riyadh, India, Warsaw, CPC-O India team, Nairobi, Mexico, and Manila (but some challenges)
       -Feedback is positive thus far. Still receiving improvement ideas from missions.

2. Appears that a   (for Mod 4) is necessary from the participants. Malcolm is slightly concerned we are moving away from one of our objectives for Chinook which was having a tool which is easy to use for all users by
3. Business reqs for Mod 4 appears ready for coding.

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4. Abu Dhabi MPM is trying to secure the 2nd IN coder for a period of 3 months with a HOM approved EMLES extension.
5. GCDocs only accessible via CITRIX abroad.
6. Received written confirmation from ATIP that a PIA for Chinook is not required. Phase 2 missions have been asking the question.
7. **Next Steps:**
    a. **Participant missions continue to install Module 1 at their missions and provide feedback to the Mod 1 team   Sunil and Ryan)**
    b. Sunil and Trevor to reconfirm coding plan once 2nd IN coder is secured.

In Attendance: Trevor, Sunil, Nathan,   Andie, and Malcolm
Missing: Ryan, Lisa,

Thanks,

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malcolm.campbell@cic.gc.ca

2

Hickey.Donna

From:	Campbell.Malcolm
Sent:	May 14, 2019 1:17 PM
To:	Jacobs.Oscar; Catana.Lisa; Pearson.Ryan; Clack.Trevor; Sanan.Sunil; @international.gc.ca'; @international.gc.ca'; @international.gc.ca'; Daponte.Andie; @international.gc.ca'
Cc:	Campbell.Malcolm
Subject:	Chinook Call Summary May 14

Hi team,

Call Summary:
- Mod 1 & 4 –
  - New schema doc and new column seem to be working fine.
  - ˙ ˙˙ ˙   Mod 1 training visit to London went very well.
  - CR submitted to IPG-OGCU to amend
  - Need to finalize the ˙˙˙˙˙˙˙ portion of Mod 4 to use in Mod 1. ˙˙˙˙˙ the IN coder's last day is today, he will be hired back by CN on May 24 to continue this work.
- Mod 2 –
  - ˙˙˙˙ has done some webinars to various offices and is waiting on feedback from Warsaw, Rome is on hold and initial feedback from Singapore has been positive.
  - To do list items for TRVS are almost completed and ˙˙˙ should have an updated version by the end of the week.
  - TRVs only will be ready for a Version 1.0 of the 6 module tool.
  - SP inclusion could happen over the summer and WP inclusion could happen in the fall, depending on development resources.
  - ˙˙˙˙˙˙˙˙ info could be included in Mod 2 or 3.
- Mod 3 –
  - Conversion to Windows 10 is ˙˙˙ ˙˙˙˙˙˙˙˙˙ ˙ ˙ with Mod 3.
  - Trevor and Andie are working on a
  - ˙˙˙˙˙ approached his local Ankara FSITP and they are not willing to modify the 2017 patch without GAC HQ involvement. Malcolm will raise at NHQ now. (see next steps)
  - **Update from** ˙˙˙˙˙˙˙ ˙˙ ec'd via email as her phone was full of static: update from our FSITP here on Windows 10 is that all GAC has to be updated by Jan 2020. GAC is also having issues with Windows 10 on some of their internal applications and so is delaying the upgrades. Our FSITP seems to think that we have until Nov 2019 to accept the upgrades as this would give them sufficient time to transition the computers over.
- Mod 5 –
  - UAT went well for the 40 rules submitted thus far.

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- o Lisa and Andie will send message to IN MPM's now to submit indicator rules. CN welcome to add as well.
  - o Still working with IRM on getting an indicator governance doc and indicator scoring threshold.
- Mod 6 –
  - o We have a few less weeks of coding resources than we thought before
       We will develop what we can of it.
  - o   has the business reqs.   emailed EDW for the data pull.
- NHQ –
  - o Still debating with ATIP on the requirement for a PIA. We are contesting that the use of Chinook is a not a 'substantial modification' as per the TBS definition (substantial modification) and the possible consultant tends to agree however, raised possible privacy and legal issues related to the Historical Data used in Mod 3, Mod 5 indicators
       Chinook.
  - o CNHQ working on getting remote access to an IRCC laptop with Windows 10 access for Trevor.
  - o INHQ to present a 'Chinook Next Steps' doc to IVDGSC tomorrow. Recommendation is that to maintain, improve and expand the tool, we need 2 developer resources, 1 development coordinator and 1 project lead going forward. **Update:** This IVDGSC agenda item has been pushed back to May 22 now.
- Next Steps –
  - o Malcolm to raise Windows 10 issue with IN and CN Directors. **Update:** Oscar has inquired for a contact name at GAC IT. Oscar, myself and Olivier Jacques will contact GAC IT.
  - o Andie and   to do some 'word flag' testing with Manila.
  - o Sunil working on remote access for Trevor

Thanks

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Hickey.Donna

From:	Campbell.Malcolm	s.16(2)(c)
Sent:	May 31, 2018 11:23 AM	s.17
To:		

Andie.Daponte@international.gc.ca;
Lisa.Catana@international.gc.ca;
@international.gc.ca'; Pearson.Ryan;
Ho.Nathan; Sanan.Sunil; Clack.Trevor; Jean-
@international.gc.ca;
@international.gc.ca;

Cc: Jacobs.Oscar; Campbell.Malcolm
Subject: Chinook ROD from May 29 and Updates

Hi all, please see the summary of our call on May 29 with a couple May 31 updates.

and Andie also had a call with IRG on May 29 to go over our Mod 5 business concepts as they are working on a Will maintain open communication going forward.

Now that you know the Module coding plan, please update your work package due dates and send to me. We'll continue to be aggressive with due dates and be aware that coding can only begin after the business requirements have been set so we need reqs for Mods 4 and 2 asap.

Item	May 29 Record of Decision	May 31 Updates
Coding Mods 1, 3 and	CN still allowing Sunil and Trevor to work on optimizing the Mods 1 and 3 modules. will have to be done after that is completed	
Coding Mods 2, 4, 5 and 6	CN and IN met and agreed upon the following plan, which is contingent on 2 IN coders. - Mod 4: end of June - Mod 2: end of August - Mod 5: end of October - Mod 6: end of November	IN has 1 coder only from Manila. CN is doing casual employee calls this week. Will see if another coder can be found.
Training Plan and Roll-out Phase 1	- Paris needs French translations to start implementation. - Manila needs SOPs for Mod 1 - Seems to be going well in Abu Dhabi. Registry supervisor involved in Mod 1 roll-out.	Mod 1 user manual and SOPs provided by
Training Plan Phase 2	Oscar sent plan to ADs on Friday May 25	Still waiting for feedback.

Project Manager Update	Still haven't connected with the Manila resource	Still haven't connected with the Manila resource. IN will made a decision soon on next steps.
Next Steps	• Provide Lisa with your Logo/UI preference – all participants • Create Chinook Template for measuring quantitative and qualitative after implementation – Andie w/ input from and • GCDocs Access – Malcolm • Update Work Package Due Dates – responsible participants • - Malcolm to organize call with EDW and Andie	• GCDocs Access – . investigated and IN-RIS is in charge of this. Malcolm will be invited to a meeting between IN-RIS and SIMB. To be scheduled by RIS.

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Hickey.Donna

From:	Campbell.Malcolm
Sent:	July 11, 2018 12:35 PM
To:	██████████ @international.gc.ca; ███████ Andie.Daponte@international.gc.ca; 'Lisa.Catana@international.gc.ca'; '████████ @international.gc.ca'; Ho.Nathan; Sanan.Sunil; Pearson.Ryan; ████████ @international.gc.ca; ████████ @international.gc.ca
Cc:	Jacobs.Oscar; Campbell.Malcolm
Subject:	Chinook call summary July 11

Hi Chinook team, quick summary below and next steps.

Summary:
Update from HQ:
- Oscar presenting Chinook tomorrow to senior management
- Malcolm writing change request for '████████████████ for future GCMS release
- Advised OSPO that our high level business reqs for Chinook are complete.

Mod 1:
- Rolled out in Ankara, Beirut, Amman and Abu Dhabi.
- Others are working on rolling out at their missions.

Coding:
- Coding has begun on Module 4. Tentative final date in 4 weeks.
- Mod 2 reqs to be sent to Sunil.

Mods 5 and 6:
- High level business reqs complete. Need Mods 1 to 4 to be ████████

Logo:
- We have a great logo and look now. Lisa to move ahead on those.

Next steps:
- Malcolm to share Mod 2 business reqs with Sunil. Done.
- Andie to investigate ESL purpose of travel by next week.
- Sunil to share coding project sheet with Oscar and Malcolm.
- Lisa to organize webinar for outgoing officers at HQ.
- Malcolm and Oscar to review Chinook template docs.
- Malcolm to reach out to IN-RIRT for Chinook training possibility. Done.
- All: respond to ████ email for comment. (there was echo on our end of the line. ████ can you please resend the email in question?)

Thanks
MC

Malcolm Campbell
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From:	Sanan.Sunil
Sent:	November 13, 2018 10:47 AM
To:	Campbell.Malcolm;
	Daponte.Andie; Jacobs.Oscar; Catana.Lisa;
	Trevor.Clack@international.gc.ca; Clack.Trevor;
	Pearson.Ryan; @international.gc.ca;
	@international.gc.ca;
	@international.gc.ca; Jean-
	@international.gc.ca
Subject:	RE: Nov 6 Call Summary

Hello All,

A development schedule is now available, along with progress tracking. We'll have this updated at the end of each week.

Just finishing up a couple items in Mod 5, will have that out shortly.

http://gcdocs2.ci.gc.ca/otcs/cs.exe?func=ll&objaction=overview&objid=245388389

Sunil Sanan

A/ Senior Policy/Program Advisor, Centralized Network
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Sunil.Sanan@cic.gc.ca / Tél.: 613-437-5759

From: Campbell.Malcolm
Sent: November 9, 2018 2:01 PM
To: @international.gc.ca>; Daponte.Andie
<Andie.Daponte@international.gc.ca>; Jacobs.Oscar <Oscar.Jacobs@cic.gc.ca>; Catana.Lisa <Lisa.Catana@cic.gc.ca>;
Trevor.Clack@international.gc.ca; Clack.Trevor <Trevor.Clack@cic.gc.ca>; Sanan.Sunil <Sunil.Sanan@cic.gc.ca>;
Pearson.Ryan <Ryan.Pearson@cic.gc.ca>;   @international.gc.ca;   @international.gc.ca;
          @international.gc.ca;   @international.gc.ca
Subject: RE: Nov 6 Call Summary

Hi all,

Based on our current coding capacity, please see below a revised coding sched:

Will be included with Mod 2 finalization in December

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Mod 1: Ready for roll-out
Mod 2: Scheduled to have coding complete in mid to late December
Mod 3: Ready for roll-out. "Narrative" piece is last piece to be added. Should be ready next week.
Mod 4: Coded. Waiting for Mod 4 team on how to best operationalize its use.
Mod 5: Scheduled to have a demo version in January before RAO conference followed by UAT in February.
Mod 6: Mostly already coded. Will be added when the other pieces are finished. Probably Feb.

From: Campbell.Malcolm
Sent: November 6, 2018 3:55 PM
To: @international.gc.ca>; Daponte.Andie
<Andie.Daponte@international.gc.ca>; Jacobs.Oscar <Oscar.Jacobs@cic.gc.ca>; Catana.Lisa <Lisa.Catana@cic.gc.ca>;
Trevor.Clack@international.gc.ca; Clack.Trevor <Trevor.Clack@cic.gc.ca>; Sanan.Sunil <Sunil.Sanan@cic.gc.ca>;
Pearson.Ryan <Ryan.Pearson@cic.gc.ca>; @international.gc.ca; @international.gc.ca;
@international.gc.ca; @international.gc.ca
Subject: Nov 6 Call Summary

Hi all, in addition to the below:

- Oscar presented the current HQ atmosphere and realities of progressing on Chinook while keeping others engaged but also not to delay development work.
- Mod 4: works on Signet. Currently looking at using Mod 4 with Mod 1. Possible to use on its own however.
- Next Steps:
  - Mod 4 team to further discuss how and when to test Mod 4.
  - Sunil to update on when the Mod 3 "narrative piece" will be completed. This is the last update before the 6 module tool is ready.
  - Malcolm to set up call with Mod 2 coders and business experts. UPDATE: Message sent to that team. Will set up a call if one is requested as times for a call are not great.
  - Sunil to liaise with Lisa and Malcolm re: training at CPC-O
  - Ryan to liaise with Lisa and Malcolm re: demo for DN
  - to advise Malcolm of Association Rules: UPDATE: email sent to OPP/AAL for possible inclusion in Chinook after 6 module tool is rolled out. would be the main contact.
  - Malcolm will consolidate training asks from area experts and canvas for Mod 1/3 webinar.
  - Anyone: send list of future 'asks' to myself and Mod 1 and 3 teams for future implementation.

Thanks everyone.
MC

From:
Sent: November 6, 2018 3:56 AM
To: Daponte.Andie <Andie.Daponte@international.gc.ca>; Campbell.Malcolm <Malcolm.Campbell@cic.gc.ca>;
Jacobs.Oscar <Oscar.Jacobs@cic.gc.ca>; Catana.Lisa <Lisa.Catana@cic.gc.ca>; Trevor.Clack@international.gc.ca;
Clack.Trevor <Trevor.Clack@cic.gc.ca>; Sanan.Sunil <Sunil.Sanan@cic.gc.ca>; Pearson.Ryan <Ryan.Pearson@cic.gc.ca>;
@international.gc.ca; @international.gc.ca; @international.gc.ca; Jean-
@international.gc.ca
Subject: RE: Nov 6 Chinook Call Agenda

Hi all,

I may need to leave at 4 pm today, so also including a written update below.

2

s.16(2)(c)

Cheers

s.17

s.19(1)

From: Daponte, Andie -ABDBI -IM
Sent: November-06-18 8:15 AM
To: 'Campbell.Malcolm'; Jacobs.Oscar; Catana.Lisa;   ANKRA -IM; Clack, Trevor -CICHQ;
Clack.Trevor; Sanan.Sunil; Pearson.Ryan;   -ROME -IM;   -MXICOA -
IM;   -HOCHI -IM
Subject: RE: Nov 6 Chinook Call Agenda

Hi Malcolm,

I will try to join the call today but the time change with Ottawa now places it at 5pm, which is squarely

I've provided some updates below just in case I cannot join.

From: Campbell.Malcolm [mailto:Malcolm.Campbell@cic.gc.ca]
Sent: November-05-18 10:22 PM
To: Jacobs.Oscar; Catana.Lisa; Daponte, Andie -ABDBI -IM;   -IM; Clack, Trevor -CICHQ;
Clack.Trevor; Sanan.Sunil; Pearson.Ryan;   -PARIS -IM;   -ROME -IM;   -MXICOA -
IM;   -HOCHI -IM
Subject: Nov 6 Chinook Call Agenda

Chinook Call Agenda:

- Message from Oscar
- Mod 4 update from the Mod 4 team. Mod4 – the action window portion is working well, but waiting on a few updates to the refusal grounds sentences to ensure both the positive version and negative version of a tickbox   Trevor has sent me an updated version with improved action lists (that generate query string of refusal ground types), but I have been unable to test it as of yet. Will try to prioritize this today. Still nothing related to the   as far as I am aware.

SMB: With Sunil and   tested using   on Signet. With some very small tweaks, it appears to work fine. Next steps are to figure out how to put together a phase 1 approach. The goal is to use   For this we need templates, sufficient data from SIMB, and a way to use Mod 1 file list manually to select applications. Phase 2 is envisaged as sending the
Mod 1. So, still some business requirements work to be done, but not a huge hill to climb.

- Coding update from Malcolm and Sunil.
    - No further development on Mods 1 and 3. Need to get the rest coded. Agreed, last item that was Mod3 specific for Trevor is the "narrative" version which I am calling the ANT-killer. All other work Trevor is doing tied to Mod3, is actually Mod4 stuff.
    Agreed.
    - Goal to have something to show for Mod 5 at the January RAO conference and Mod 2 ready for UAT in December. I am working on a list of sample rules here, and will message the RAOs today to offer some samples as well. I will try to come up with a template for them to fill in.

        o IN coder still pending clearance to send letter of offer.
        o   n Manila on 50% time on Mod 2.
        o 2 coders in Abu started Tuesday October 30th.

3

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- until December 3. Working on Mod 2 is getting used to Mod2 and having back and forth with Sunil. I think maybe a call with all Mod2 coders may be needed just to ensure no duplication or efforts between and I have tested a beta of Mod2 and it looks quite good for those offices which will need it. Still more work needed, but its well on its way.
        - until February 11. Working on Mod 5
- Training in December to FSDPs. Agreed to train for next SOAT course as well. I have been giving all FSDPs (2) and SOATs (~5) training on Chinook when they pass through ABDBI. It amounts to about 1-2 hours "in class" and then followup questions...etc. Having this downloaded into the NHQ courses would be a welcome load off for me here.

SMB: All TDs passing through Ankara are being trained on Mods 1 and 3. They are coming through in a continuous stream and we were pleased to get our first 'already trained" TD (on Mod 3) this week.   **s.17**

- Mod 5 meeting with IRG: Malcolm and Lisa
- Chinook Area Experts now confirmed by ADs:
    - Will consolidate training asks and share.
    - Mod 1 and 3 webinar to Area Experts? SMB: I'm happy to do a webinar on Mod 1 when required.
    - List of 'asks' for Mods 1 and 3 for future discussion and possible implementation after 6 module tool rolled out.
- Roundtable Update from missions that have been working on Mod1 testing? I will be in Delhi next week, hopefully with an LES from our registry, for Mod1 implementation and training for South Asia network.

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s.16(2)(c)

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Hickey.Donna

From: Campbell.Malcolm
Sent: December 11, 2018 10:26 AM
To: Jacobs.Oscar;
                            @international.gc.ca';
                            @international.gc.ca';
                        @international.gc.ca;
'   @international.gc.ca'; Daponte.Andie;
Catana.Lisa; Pearson.Ryan; Clack.Trevor;
Trevor.Clack@international.gc.ca; Sanan.Sunil;
Campbell.Malcolm
Subject: Dec 11 Chinook Call Summary

Hi everyone, please see below for a summary of the call today and next steps.

December 11 Summary:

Release Schedule:
- The first release message was appreciated. We'll continue like that going forward. See Appendix 1 for details.

Mod 1:
- Sunil went over the data changes for the   versions.
- Users should have to amend the country lists but other amendments should be minimal.

Mod 2:
-      provided an update from the Mod 2 call last month and recent propositions
- Sunil indicates those propositions would take about 2 to 3 week up front coding and provided .   (in an email yesterday) what propositions are included now, could be included in a Version 1 and what could be in Version 2.

Mod 3:
- Feedback from new release has been positive.
- One bug identified regarding SP refusal grounds.
- Clarification on the purpose of enabling/disabling some of the columns discussed.

Mod 4:
- Mod 4 team will put together business requirements for January as a coding resources not available until then.
- Remaining coding work with   about 1 week.

Mod 5:
- Coding has begun by Trevor,   and   with goal to have a demo version ready for the January 21 RAO Conference being held in Otttawa.
- Meetings with IRG: Lisa provided some input on the meetings held to date on governance, validating rules, and monitoring of rules. Until IRG has a stronger grasp and are ready to take on those functions, they will remain with Lisa as the IN RAO Coordinator in the short-term.

Mod 6:
- Updated Business reqs submitted by
- Likely to begin coding after Mods 2, 4 and 5.

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Other NHQ:
- Dynamic WebForm team will want everybody to use the   for that purpose once the new webforms are ready (tentatively October 2019). They will create a '   specifically for Chinook with the same parameters the   currently has.

Inter-network Chinook Use:
-          provided an explanation of how the   team is using Mods 3 and 4 by sending Action Lists to CN to enter refusal notes and generate refusal letters. Has noticed a 20-25% increase in officer production.

Next Steps:
- **Everyone**: respond with any comments to   Mod 2 propositions (sent last week) by Thursday.
-        to respond to Sunil on the Mod 2 propositions by Thursday COB December 13.
- **Trevor** working on fixing the Mod 3
- **Everyone**: send troubleshooting tips and tricks from the field to Malcolm. i.e. changes to Windows 10,
                              Mod 3, etc.
-          to provide Trevor with additional info using Chinook on Windows 10 from India.
- **Malcolm** to follow up with the dynamic web form group for more details on their proposed Chinook   instead of the   I.e. character limit, name.
- **Andie:** Share the Module 6 data pull reqs with Malcolm (not urgent)

Absent: Oscar,

Appendix 1: Release Schedule
When a new version of a Chinook module or Data is ready for general release:
    a. Chinook Area Experts are notified three days in advance of the release.
    b. Chinook Area Experts notify missions that a new release is coming, and on what date.
    c. The new module or data is released on the agreed date by updating the relevant files in GCDOCS.
    d. Chinook Area Experts are notified that the versions have been updated.
    e. Chinook Area Experts notify missions to update their versions of Chinook from GCDOCS.

Appendix 2: Our Current Coding Resources:
-          in Abu Dhabi until February 11
-          in Aub Dhabi until March 20.
-        in Manila at 50% time
- Trevor for varying %ages of the time
- We will have an IN coder starting January 7th for a 90 day contract.

*The Appendix 3 list below is not meant to capture everything we are doing, as I'm sure I've missed some things, but wanted to put in general what we are doing for clarity with your managers if required.

Appendix 3: General Reminder on our Roles and Responsibilities
- **Mod Leads (Accountable):**   **Andie, Lisa**
  - o Accountable for business requirements sent to the coding supervisors and to discuss development priorities.
  - o Answer their questions and those of the coders on business content.
  - o Engage the larger group on changes in direction/scope regarding your mod from the May incubator.
  - o Coordinate UAT with the coding supervisors.
- **Mod Team Members (Responsible):**
  - o Work together on the business requirements of your respective module.
- **Coding Supervisors:**
  - o Worked with the business experts on initial module scope and direction.

- o Prepare work packages for the coders based on the business reqs from the mod leads and develop the priorities along with the mod leads. Seek clarification from the mod leads as required.
- o Track progress   s.16(2)(c)
- o Feedback to the coders.   s.17
- **HQ Managers: Oscar & Malcolm**
  - o Engaged SIMB before the January incubator for us to start building Chinook with I
  - o Ensure NHQ buy-in and support remains at the right level with other branches. (SIMB, IRG, IPG, OPP)
  - o Ensure the mod leads provide the support needed to the coding supervisors and vice versa.
  - o Secure coders (from the May incubator. CN provided coders from the January incubator)
  - o Set up the Chinook Area Expert informal network
  - o Coordinate training requests and plans from the Chinook Area Experts.

Module	Accountable	Responsible
HQ	Malcolm	Malcolm
1		Ryan
2		Lisa,
3	Andie	Andie, Lisa,
4		
5	Andie	Andie,
6	Andie	Andie,
UX	Lisa	Lisa,

Malcolm Campbell
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Hickey.Donna

From:	Campbell.Malcolm
Sent:	February 22, 2018 11:55 AM
To:	Pearson.Ryan;
	@international.gc.ca;
	Lisa.Catana@international.gc.ca; Daponte.Andie;
	Sanan.Sunil; Clack.Trevor;
	@international.gc.ca; Jean-
	@international.gc.ca;
	Campbell.Malcolm
Cc:	Jacobs.Oscar
Subject:	Summary and Next Steps Innovation Incubator Teleconference Feb 22

Follow Up Flag:	Follow up
Flag Status:	Completed

Innovation Incubator Feb 22 Teleconference

Call Summary:
- The group discussed and confirmed the following:
    - Project scope which is having a new tool with _____ and _____ functionality.
    - Demand for the new tool is high and peak season is starting, but missions are to continue using whichever tool they are currently using. Previously used tools will no longer be introduced and spread to missions. There is a risk that project goals get derailed, effort is duplicated working in silos, and introducing new and/or merged tools in the short-term could result in change management challenges.
    - Important to have a single lead on the coding side. CN has yet to have their meeting but Trevor has provisionally agreed to be the lead.
    - Project management will remain with IN-RIC.

- Module work:
    - **1:** Sunil + 2 coders are on schedule for early April UA testing. _____ is the business contact for the coders. _____ and Ryan continue to review.
    - **2:** ___ and Lisa are testing some mock ups. Coding from Module 3 could be used for this module which would speed up the development.
    - **3:** Trevor + 2 coders are on schedule for early April UA testing. Lisa is the business contact for coders. _____ Andie, Lisa, ___ and ____ are all providing input.
    - 4: No work currently being done.
    - 5: Andie testing some data.

- Other:

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- o The business requirements were identified as a potential bottleneck point for coding. Currently, the two module business reqs were put together by volunteers   Mod 1 and   and Lisa Mod 3) in their spare time. Going forward, mission managers may have to set aside specific time for participants to prioritize the business requirements.
- o Tool branding to be set aside for another discussion.
- o Focus is on getting Modules 1 and 3 ready for the new tool, however, we also need to start thinking about the user acceptance testing plan for offices and funding if travel required.

Next Steps and tasking:

- Malcolm will put Trevor in contact with Manila AD Liz Snow to discuss additional coding options for Module 3.
- Sunil and Trevor will update their coding progress here on a daily and every second day basis respectively:
  - o http://gcdocs2.ci.gc.ca/otcs/cs.exe?func=ll&objaction=overview&objid=190324539 .
- Business Requirements:
  - o Module 1 reqs sent to SIMB for review. SIMB should have a response by Feb 23 COB. Malcolm will follow up.
  - o Module 3 reqs are being worked on by Lisa.
  - o Sunil to send everybody an example of past business reqs for reference.
- Malcolm to set up weekly call with participants and SIMB, OPP and IPG on Mondays from 7:30 to 8:30 AM.
- Malcolm to send regular updates to CN, DN and IN directors on the project. Will start next week on a bi-weekly basis.

Attendees: Ryan Pearson, Sunil Sanan, Trevor Clack,   Lisa Catana, Andie Daponte, Malcolm Campbell

Hopefully I didn't miss anything and thanks, as always, for your participation given the odd working hours for some of us.

Cheers
MC

Malcolm Campbell
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Hickey.Donna

From:	Campbell.Malcolm
Sent:	March 5, 2018 10:12 AM
To:	Trottier.Sarah; Strong.Alexandre; Pittana.Benjamin; Daponte.Andie; 'Lisa.Catana@international.gc.ca'; @international.gc.ca; Sanan.Sunil; Clack.Trevor; @international.gc.ca; @international.gc.ca'; Pearson.Ryan; Campbell.Malcolm
Subject:	Summary of March 4 Teleconference: London Incubator
Attachments:	MOD 3 - Update and Data Definitions

Hi all,

Please see a summary and next steps from today's call. Trying to facilitate discussion and take notes at the same time so hopefully I hit on all the keys points.

1. **Update on Business Requirements for**
   - Module 1 – Sarah advised by email that SIMB are still working on the extract and will have something early next week.
   - Module 3 – Lisa sent out a message last week to participants for comment on Participant comment is requested in the next 24 hours. Afterwards, the business requirements will be sent to SIMB for review and vetting of data.

2. **Update on Coding**
   - Module 1 – Coding remains on schedule to be completed in early April.
     - Coding will begin on the group distribution testing this week.
     - Sunil's team reached two milestones last week:
       - Triaged 23K files in under 4 minutes
       - Rules and criteria had a response time of 0.53 seconds
   - Module 3 – Trevor has 2 additional coders from Manila and 1 from Ankara. He is training them and getting them up to speed as quickly as possible. Due to this extra time training, Module 3 may be behind the projected schedule, however Trevor is not concerned at this point. The project is still in a good position and some of the coding will have to be done after SIMB vets the Module 3 business reqs that have not been finalized yet.
   - If coders run into errors, they are to document and advise Trevor immediately.

3. **Other:**
   - Discussed and came to an agreement on the basic User Acceptance Testing strategy. Basic UAT will occur at the participant missions

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s.21(1)(a)

Andie has travel to Riyadh and Warsaw scheduled.

- advised that his presentation on the tool was well received at the MPM meetings in Bucharest.
- Malcolm advised that he has been asked to present the tool at the AD meetings in Ottawa in April.
- Trevor advised he can be contacted via MITNET now with the number in his email signature.

4. **Next Steps:**
- Malcolm to send update to ADs and CN, DN managers
- Participants to make comments on Lisa's Mod 3 definitions in the next 24 hours. (email attached)
- Lisa to send Mod 3 business requirements to SIMB for review and vetting of risk data.
- Malcolm to follow up with SIMB on Thursday about Mod 1 if nothing received.
- Participants to share April travel plans with Malcolm for possible inclusion in basic user acceptance testing.

Attendees: Alex Strong – OPP, Ryan Pearson – DN, Trevor Clack – CN, Sunil Sanan – CN,   – Paris, Lisa Catana – London,   - Ankara,   – Manila, Andie Daponte – Abu Dhabi, Malcolm Campbell – IN

Missing: Sarah Trottier – SIMB, Benjamin Pittana – IPG,   – Manila.

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Hickey.Donna

From:	Campbell.Malcolm
Sent:	December 18, 2019 1:22 PM
To:	Ngu.Alexander; Brunet.Philippe
Subject:	FW: Business Request - Demande d'Affaires: Add privacy sentence to WP application forms IMM1295 and 5710 (2019-09-26 11:27)

Hi Alex, Philippe,

Not sure if you have this one on the tracker. It's related to Chinook and the Privacy Action Plan.

Please add if not already there.

Thanks
Malcolm

From: IRCC.DoNotReply-NePasRepondre.IRCC@cic.gc.ca [mailto:IRCC.DoNotReply-NePasRepondre.IRCC@cic.gc.ca]
Sent: September 26, 2019 11:27 AM
To: IM-IT-Request-Demande-GI-TI ; Campbell.Malcolm ; Manhas.Davinder
Cc: Vezina.Alain ; Kemp.Heather
Subject: Business Request - Demande d'Affaires: Add privacy sentence to WP application forms IMM1295 and 5710 (2019-09-26 11:27)

(Le français suit)

Your request has been registered under Intake Request #514354 and assigned to the appropriate lead who will reach out to you directly for further information.

Please retain the ticket number and use it in all future correspondence.

Thanks,
Intake Team

Accountable Executive Approval (Director or above)
Family name
    Manhas
Given name
    Davinder
Email address
    Davinder.Manhas@cic.gc.ca
Department
    IRCC

1

Branch
> International Network

Division
> RIC

Business Request

Type of request
> Change request for GCMS, eServices or GCS

Name of request
> Add privacy sentence to WP application forms IMM1295 and 5710

Please identify the problem you are currently facing
> The TRV (IMM5257) and SP (IMM1294) have a privacy sentence on the application but the WP (IMM1295 & 5710) do not. The sentence was specifically added for   which is why it wasn't added for WPs at the same time. Now that we are going through our Chinook Privacy Risk Assessment action plan, ATIP are recommending that sentence be added to the WP form as well. The Workers team in TRPD agrees to add those lines to the Privacy statement on the IMM 1295 and the IMM 5710 applications (both in and outside of Canada).

Please describe what you are trying to achieve
> Add this sentence to the Work Permit forms, IMM1295 and IMM 5710: "The personal information collected on an application and other information collected in support of an application, may be used for   to support processing of applications and decision making, including your application. Personal information, including from

Is this request a result of a change to legislation/regulations or a Memorandum to Cabinet/Treasury Board Submission?
> No

Target Business Date
> 2019-10-01

Please provide a short justification for your target date
> As soon as it could get done.

Requestor Information

Family name
> Campbell

Given name
> Malcolm

Email address
> Malcolm.Campbell@cic.gc.ca

Email addresses to be CC'ed (separated by commas)
> alain.vezina@cic.gc.ca, heather.kemp@cic.gc.ca

Department
> IRCC

Branch
> International Network

Division
> RIC

Unit

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Votre demande a été enregistrée sous le #514354 et elle a été assignée à l'équipe responsable qui vous contactera sous peu pour plus d'information.

Veuillez conserver votre numéro de demande et l'utiliser pour correspondre avec nous.   **s.21(1)(a)**

Merci,
L'équipe de réception

Approbation du Gestionnaire responsable (Directeur ou niveau supérieur)
Nom de famille
> Manhas

Prénom
> Davinder

Adresse de courriel
> Davinder.Manhas@cic.gc.ca

Ministère
> IRCC

Direction Générale
> International Network

Division/section
> RIC

Demande d'Affaires
Type de demande
> Change request for GCMS, eServices or GCS

Titre de la demande
> Add privacy sentence to WP application forms IMM1295 and 5710

Svp indiquer la nature de votre problème
> The TRV (IMM5257) and SP (IMM1294) have a privacy sentence on the application but the WP (IMM1295 & 5710) do not. The sentence was specifically added for   which is why it wasn't added for WPs at the same time. Now that we are going through our Chinook Privacy Risk Assessment action plan, ATIP are recommending that sentence be added to the WP form as well. The Workers team in TRPD agrees to add those lines to the Privacy statement on the IMM 1295 and the IMM 5710 applications (both in and outside of Canada).

Veuillez svp décrire le résultat escompté
> Add this sentence to the Work Permit forms, IMM1295 and IMM 5710: "The personal information collected on an application and other information collected in support of an application, may be used for   to support processing of applications and decision making, including your application. Personal information, including from

Est-ce que cette demande est le résultat d'un changement de législation/réglementation ou d'un Memorandum au Cabinet/soumission au Conseil du Trésor?
> No

Date de mise en œuvre souhaitée
> 2019-10-01

SVP fournir une brève justification de votre date de mise en oeuvre
> As soon as it could get done.

3

Information du demandeur

Nom de famille

Campbell

Prénom

Malcolm

Adresse de courriel

Malcolm.Campbell@cic.gc.ca

Adresses de courriel à ajouter en cc: (séparées par des virgules)

alain.vezina@cic.gc.ca, heather.kemp@cic.gc.ca

Ministère

IRCC

Direction Générale

International Network

Division/section

RIC

Unité

A3244685_29-000029

Chinook Privacy Risk Analysis Action Plan

s.16(2)(c)
s.21(1)(a)
s.21(1)(b)

Accountability | Identifying Purpose | Limiting Collection | Limiting Use, Disclosure, and Retention | Safeguarding | Individual Access

Risk Description | Recommendation | Mitigation

1 — Accountability

Risk Description: There is a ⟨redacted⟩ in Module 3's ⟨redacted⟩ Section is inaccurate, ineffective and unnecessary in the processing of TR applications.

Risk assessment: Possible/Medium

Recommendation: Recommended that IRCC validate the necessity and effectiveness of the ⟨redacted⟩ such that it supports the continued presentation of the criteria in Module 3.

Mitigation: We are removing the ⟨redacted⟩ that include the ⟨redacted⟩ from Module 3.

Change scheduled for release in July 2020.

2 — Accountability

Risk Description: There is a risk that Chinook is not a temporary tool and that it will be a long-term solution to assist in the processing of TR applications. Moreover, it could be expanded to process other IRCC applications.

Risk assessment: Possible/Low

Recommendation: It is recommended that IRCC consider this risk and ensure contingency plans are in place to ensure proper privacy protections are in place if Chinook becomes a long-term solution or is expanded to other application types.

Mitigation: Chinook 2.0 is a funded IRCC project with Projects Branch leading . Privacy protections and IT Security will be up to IRCC standards for the enterprise solution.
We are not expanding Chinook 1.0 to other applications types.

3 — Accountability

Risk Description: There is a risk that Chinook continues to operate without a formal governance structure which could negatively impact necessary privacy protections.

Risk assessment: Possible/Medium

Recommendation: Recommended that IRCC develop a formal governance structure to support the development, management, and necessary privacy protections related to Chinook in five areas ⟨redacted⟩ in Module 3, Module 5 ⟨redacted⟩, procedures, training, and awareness

Mitigation: There is a draft governance structure in place for Chinook 1.0

IN is working with IRM on governance for the Module 5 ⟨redacted⟩ Latest meeting June 29, 2020.

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Chinook Privacy Risk Analysis Action Plan

CHINOOK

Accountability | Identifying Purpose | Limiting Collection | Limiting Use, Disclosure, and Retention | Safeguarding | Individual Access

Risk Description

Recommendation

Mitigation

4 — Accountability

Risk Description:
There is a risk that Chinook's use of Module 5 and the ___ section of Module 3 is inconsistent with TBS's *Directive on Automated Decision Making*.

Risk assessment: Unlikely/Medium

Recommendation:
It is recommended that IRCC determine if the use of Module 3 and Module 5 ___ and Module 5 ___ utilize analytics in a manner wherein the TBS *Directive on Automated Decision Making* applies.

Mitigation:
___ in module 3 is being removed from Chinook.

IN and CN have reviewed the TBS directive on Automated Decision Making and agree that it does not apply.

5 — Identifying Purpose

Risk Description:
There is a risk that ___ are being processed in absence of proper notice to the applicant that prior ___ is used for ___ and ___ purposes and that such data may be used to support the processing of the individual's application.

Risk assessment: Possible/Low

Recommendation:
Recommended that IRCC modify the Privacy Notice Statement (PNS) on Form IMM 1295 (paper and e-application) such that it contains the same paragraph which is found in the PNS on the TRV and SP application forms.

Mitigation:
GCMS Change Request #514354 approved and awaiting for implementation.

It was submitted September 26, 2019 and is pending TDSS implementation.

6 — Limiting Collection

Risk Description:
There is a risk that access to the GC Docs folder where IT Operations staff upload daily Enterprise Data Warehouse (EDW) extracts allows more access than is necessary/justified.

Risk assessment: Unlikely/Medium

Recommendation:
Recommended that IRCC restrict access to the EDW extracts to the least number of staff as possible. Furthermore, it is recommended that once EDW data is extracted and stored in the folder for consumption by IN offices, the data files cannot be modified.

Mitigation:
Since January 2020, Chinook ___ were moved to a ___

The ___ access is granted by EDW after receiving a list of names from IN Chinook team. The list of access names will be reviewed bi-annually.

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s.16(2)(c)
s.21(1)(a)
s.21(1)(b)

CHINOOK

Accountability | Identifying Purpose | Limiting Collection | Limiting Use, Disclosure, and Retention | Safeguarding | Individual Access

Risk Description | Recommendation | Mitigation

7 — Limiting Use, Disclosure, and Retention

Risk Description: There is a risk that Chinook is a System of Record (SOR) and the daily purging of data files is inconsistent with the retention practices of TR application data.

Risk assessment: Unlikely/Medium

Recommendation: Recommended that IRCC consult with the Department's Information Management (IM) SMEs to determine if Chinook is transitory information or if it is a SOR.

Mitigation: IN met with Info Management on June 22, 2020. Their email of June 26 indicated the consensus at that time was that the Mod 3 worksheets are transitory.

8 — Limiting Use, Disclosure, and Retention

Risk Description: There is a risk that Chinook Experts, who are responsible for purging EDW extracts on a daily basis, are not doing so.

Risk assessment: Unlikely/Medium

Recommendation: Notwithstanding the outcome of Risk #7, it is recommended that IN's awareness material remind Chinook Experts that their should contain only one version of each EDW data extract.

Mitigation: A message to replace the EDW extracts each day has been shared with Area Experts.
This will be included in User Manuals as well.

9 — Limiting Use, Disclosure, and Retention

Risk Description: There is a risk that there are multiple copies of Chinook being stored by Officers/Managers in email accounts and local drives.

Risk assessment: Likely/Low

Recommendation: It is recommended that Chinook procedures and awareness are issued to staff regarding the creation, retention, and destruction of Chinook versions.

Mitigation: A message to delete Excel spreadsheets has been shard with Area Experts on monthly teleconferences. This will also include be included in the Module 3+4 User Manual currently in development by CN. Mod 3 disclaimer now reminds officers to delete spreadsheets on a daily basis

Chinook Privacy Risk Analysis Action Plan

s.16(2)(c)
s.21(1)(a)
s.21(1)(b)

CHINOOK

Accountability | Identifying Purpose | Limiting Collection | Limiting Use, Disclosure, and Retention | Safeguarding | Individual Access

Risk Description | Recommendation | Mitigation

10 — Safeguarding

There is a risk that Module 5 _____ in accordance with Protected/Classified information requirements of IRCC and the Government of Canada.

Risk assessment: Unlikely/High

It is recommended that IN interface with the IRCC DSO and determine the appropriate information security designation for the Module 5

_____ of the Module 5

IN has received guidance from Admissibility Branch and IPG Branch on the classification of information received from _____ The classification is the responsibility of the receiving RAO. IN has instructed RAOs that information submitted to Chinook must have a maximum designation of _____

11 — Individual Access

There is a risk that Chinook information will not be released to an individual or requester due to the Module 3 _____ which has not been reviewed/approved by IRCC ATIP.

Risk assessment: Unlikely/Medium

Recommended the following portion of the Module 3 disclaimer is reviewed and approved by ATIP:

We are removing the _____ columns from Module 3 therefore, the disclaimer is not required. We are replacing it with info to reinforce _____ etc. Due July 2020.

Note that there were no risks identified with the following principles: Consent, Openness, and Compliance.
No risks were identified regarding Accuracy that have not already been identified in another risk; for example, see Risk #1.
For more detail, please see: http://gcdocs2.ci.gc.ca/otcs/cs.exe?func=ll&objaction=overview&objid=342026475

IMPACT / INCIDENCE — High / Élevée, Medium / Modérée, Low / Faible
Unlikely Improbable | Possible | Likely Probable

	PROBABILITY x IMPACT = RISK LEVEL / PROBABILITÉ x INCIDENCE = NIVEAU DE RISQUE
High / Élevé	H = High risk: May require Minister or Deputy Minister involvement / É = Risque élevé : Peut exiger l'intervention du ministre ou du Sous-Ministre
Medium / Modéré	M = Medium risk: May require involvement at Assistant Deputy Minister (ADM) level / M = Risque modéré : Peut exiger l'intervention au niveau de Sous-Ministre Adjoint (SMA)
Low / Faible	L = Low risk: Managed by routine procedures, or may require involvement of Director General (DG) / F = Risque faible : Risque géré dans le cadre des procédures usuelles, ou peut exiger l'intervention du Directeur/Directrice Générale (DG)

Chinook PRA Action Plan   6/30/20

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Privacy Risk Assessment (PRA)

Chinook

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Document Control Table

Version Number	Date	Description of Changes	Author
1.0	17-July-2019	Initial Draft	
2.0	02-Aug-2019	Edits from IN Review of Version 1.0	
3.0	22-Aug-2019	Edits from IN Review of Version 2.0	

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ACRONYMS

Acronym	Full Title
AA	Advanced Analytics
ADM	Assistant Deputy Minister
ATIA	*Access to Information Act*
ATIP	Access to Information and Privacy
CBS	Canadian Based Staff
CBSA	Canada Border Services Agency
CN	Centralized Network
COB	Country of Birth
CoR	Country of Residence
CPC	Case Processing Centre
CPC-O	Case Processing Centre - Ottawa
CRIS	Common Risk Impact Scale
CRPS	Common Risk Probability Scale
DLI	Designated Learning Institution
DN	Domestic Network
DOB	Date of Birth
DOJ	Department of Justice
DSO	Departmental Security Officer
EDW	Enterprise Data Warehouse
ESDC	Employment and Social Development Canada
GAC	Global Affairs Canada
GC	Government of Canada
GCMS	Global Case Management System
IM	Information Management
IN	International Network
IPG	Immigration Program Guidance
IRCC	Immigration, Refugees and Citizenship Canada
IRM	Integrity Risk Management
IRPA	*Immigration and Refugee Protection Act*
ISA	Information Sharing Agreement
IT	Information Technology
LES	Locally Engaged Staff
LOA	Letter of Acceptance
MOU	Memorandum of Understanding
NHQ	National Headquarters
NOC	National Occupational Classification
NRT	No Reportable Trace

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Acronym	Full Title
OPC	Office of the Privacy Commissioner
OSC	Operations Support Centre
PA	Primary Applicant
PDI	Program Delivery Instruction
PIA	Privacy Impact Assessment
PIB	Personal Information Bank
PNS	Privacy Notice Statement
POB	Place of Birth
PRA	Privacy Risk Assessment
RAO	Risk Assessment Officer
RAOC	Risk Assessment Officer Coordinator
SIMB	Solutions and information Management Branch
SME	Subject Matter Expert
SOP	Standard Operating Procedure
SOR	System of Record
SP	Study Permit
SPC	Special Program Code
TBS	Treasury Board Secretariat
TDSS	Transformation and Digital Solutions Sector
TR	Temporary Resident
TRV	Temporary Resident Visa
UCI	Unique Client Identifier
VAC	Visa Application Centre
WP	Work Permit

1. OVERVIEW

This Privacy Risk Assessment (PRA) has been developed to assess the privacy risks associated with the use of Chinook; a tool assisting IRCC staff in the processing of temporary residence (TR)[1] visa applications and actioning decisions in the Global Case Management System (GCMS).

Section 6.3.1 of Treasury Board Secretariat's (TBS's) *Directive on Privacy Impact Assessment*, in part, requires a Privacy Impact Assessment (PIA) to be authored and submitted to the Office of the Privacy Commissioner (OPC) when a program or activity involving personal information undergoes *'substantial modification.'* In consultation with IRCC's Access to Information and Privacy (ATIP) Division, IRCC has determined that the use of Chinook to support the processing of TR applications is not a *substantial modification* to the existing TR application processing and, therefore, a PIA is not required. However, IRCC desires a PRA on Chinook and staff's use of the tool to ensure appropriate safeguards are in place.

This document is not a PIA nor is it intended to be submitted for review and recommendation to the Office of the Privacy Commissioner (OPC). It is intended for internal consideration only and written in accordance with the scope section of this report; see Section 1.4.

1.1   Description and Development of Chinook

Over the last approximately five (5) years, IRCC has been experiencing significant increases in the volume of TR applications. In parallel, overseas offices have been experience processing and connectivity issues with GCMS. First, for some offices, the Canadian mission's connection to GCMS (via Citrix) is slow or unavailable, or GCMS is otherwise not responding quickly. Second, updates to GCMS are performed by National Headquarters (NHQ) during business hours of some overseas offices. While not a daily occurrence, when GCMS maintenance is performed it removes an office's ability to process any applications for several hours. Regardless of what time NHQ decides to perform maintenance, multiple overseas offices are impacted. Third, the manner in which data is searched for and presented to users in GCMS can be time consuming – the data required for consideration in approving or refusing a TR application is not always presented in GCMS in an efficient and effective manner.

Considering the pressure IRCC has in processing TR applications, some overseas offices have developed workarounds for these issues. For example, Smartbook was a MS Excel solution developed in collaboration between offices in Abu Dhabi, Ankara, and London. Hiraya, a similar tool, was developed by the IRCC office in Manilla. Both tools utilized data from Answers, GCMS's reporting tool, to populate MS Excel spreadsheets to assist officers in considering details of an application and reaching a decision. Once decisions were made, GCMS's bulk approval/refusal process was used in conjunction with these home-grown applications to enable offices to close off/action applications more efficiently. It typically entailed a manual process of copying and pasting GCMS Application Numbers into GCMS.

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[1] For the purposes of this PRA, a TR application is considered an application to visit Canada, as well as permits to study or work.

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Smartbook and Hiraya represent the most sophisticated tools developed by overseas offices to assist in processing TR applications. Smartbook was used in London, Ankara, Abu Dhabi, and several other offices for approximately one-year spanning 2017 and 2018. Hiraya was used in Manila and several surrounding offices in Southeast Asia for less than 12 months in 2017. The data retention of Answers reports and Excel spreadsheets created as part of those two solutions have likely been purged, but it has not been verified from all users of Smartbook and Hiraya.

Other offices are known to have used far less advanced solutions which followed the same model – assess applications outside of GCMS faster and subsequently access GCMS to record the TR decision.

With multiple, and sometimes similar, processing tools being developed across the networks, subject matter experts (SMEs) from the International Network (IN), Centralized Network (CN), and Domestic Network (DN) met in January 2018 and again in May 2018 to plan/design a global processing tool that could be used across all networks for TR applications. The aim of the meetings was to consolidate and hone existing concepts and to create a universal tool that uses GCMS data and presents it in a way that allows the user to select multiple cases outside GCMS for bulk processing while realizing considerable processing efficiency gain. Buy-in for the project was secured from Solutions and Information Management Branch (SIMB), Operations Planning and Performance (OPP), and Immigration Program Guidance (IPG). In preparation for the January 2018 SME meeting in London, the following 'Guiding Principles' were developed to ensure bias was not the driver for tool choice, thereby ensuring the best solution was selected.

1. Provide ease of use for users, including an intuitive interface;
2. Rely on repairable technology (i.e.: low tech so that no specialized technical knowledge is required if repairs and adjustments are needed);
3. Applicable to e-applications and paper applications;
4. Use global, not office- or caseload-specific, data sets to provide context and risk dimensions;
5. Can be universally applied (for use by IN, CN, an DN);
6. Incorporate articulated risk factors in a statistically significant way;
7. Are scalable for use in large or small offices with a range of diverse or homogenous caseloads;
8. Compatible with other external data/toolsets (i.e. I2); and
9. Increase the quantity and quality of TR decision-making across the networks in a consistent manner.

Ultimately, the result of these meetings was the development of a tool called Chinook. While different, it is most aligned with the Smartbook tool. Development of Chinook was organized into modules with each module adding a different layer of functionality to the tool. Initially, the modules were prioritized and modules 1 (File Management), 3 (Decision-Maker) and 4 (Post Decision) were planned and developed in 2018. The coding, testing and deployment of the remaining modules have either been completed or are planned for deployment in fiscal year (FY) 2019-20. Section 2.4 of this PRA provides a more detailed description of the deployment schedule and users for all six (6) modules.

1.2   Project Peacock

In December 2018, Project Peacock mandated the use of Chinook at the Delhi Office by a team of 20 experienced Visa Officers. The intent of the project was to process all pending VAC TR applications in the Delhi inventory. Over the course of four weeks, Chinook was used in the following manner:

- Decisions-makers reviewed application details in Module 3 and used Module 4 to generate refusal notes and refusal grounds.
- Decision makers recorded final decisions in GCMS but did not enter notes, grounds for refusal, or generate letters in GCMS.
- The Chinook Action Lists from Module 4 (for refusals) were compiled into a master spreadsheet and sent to CN/Operations Support Centre (OSC) on daily basis.
- In GCMS, CN/OSC copies and pastes the refusal notes, generated refusal grounds, and generated the refusal letters in the appropriate print queue

By having CN perform the GCMS activities, the Peacock team of officers were able to process 17% more decisions during their temporary duty assignment. Over the course of the four weeks, the team of 20 officers, with OSC's support, completed approximately 42,000 TR applications.

1.3   Future of Chinook

The current plan for Chinook is to finalize the development and deployment of all Chinook modules to all regions of IN and CN. In parallel to Chinook deployment, IT Operations (a branch within Transformation and Digital Solutions Sector – TDSS) is tasked with developing GCMS functionality which provides the features of Chinook or building the Chinook functionality in an IT Operations maintained and supported tool with an ultimate goal of decommissioning Chinook within five years.

1.4   Scope of this PRA

The scope of this PRA is to assess the privacy risks associated with Chinook (modules 1 to 6), as well as the uses of the tool. As such, this PRA scope includes a description and analysis of the following:

1. Data stored in Chinook, including the origin of that data
2. GCMS data extracts performed by EDW staff to support the use of Chinook by IRCC regions
3. Identification of any new data in Chinook
   a. Specific focus on Module 3's Historical Data section
   b. Specific focus on Module 5 and the presentation of Module 5 risk flags in Module 3
4. User roles/access to Chinook
5. Safeguarding, retention and disposal of Chinook data extracts and decisions recorded in Chinook

Conversely, the following is out of scope for this PRA:

1. A detailed description and analysis of the TR application process.
2. Safeguards, user roles, and accessibility of information in GCMS and the EDW

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3. Integrity/Investigative activities of IRCC regarding TR applications, including any immigration enforcement activities.

4. Chinook Toolbox: this module provides users with tools which does not utilize any of the EDW data extracts from GCMS. It provides links to the *Immigration and Refugee Protection Act (IRPA)*, the *Criminal Code of Canada*, currency converter, and other similar tools. No personal information is stored/used in the Toolbox, therefore, no privacy analysis is required.

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2. CHINOOK ADMINISTRATION

This section provides an overview of various administrative functions related to Chinook, including governance, user roles, training, and GCMS data extracts.

2.1 Roles and Responsibilities

The following groups/divisions within IRCC have responsibilities in the development, maintenance, and use of Chinook.

1. <u>IN</u>: SMEs on the processing of TR applications in GCMS. Every office in the IN maintains a Chinook Expert, who are the SMEs on Chinook for that office/region. The Chinook Experts, or their designees, are responsible for downloading EDW data extracts daily, provide training and leadership on the use of Chinook, and act as a liaison to IN NHQ regarding Chinook.

   IN at NHQ also maintains several key resources in the maintenance and training of Chinook. Furthermore, the Risk Assessment Officer Coordinator (RAOC), who approves all Module ___ and Module 5's _____ s part of IN NHQ.

2. <u>CN</u>: is responsible for the IT development of Chinook.

3. <u>DN</u>: the DN is less involved in the use of Chinook, as well as the development of the tool. DN does not process TR applications so, at this time, there is one DN Chinook Expert who is the DN liaison to the Chinook project; however, there are no DN Chinook users.

4. <u>Transformation and Digital Solutions Sector (TDSS)/Information Technology (IT) Operations</u>: IT Operations maintains a dedicated team to the department's Enterprise Data Warehouse (EDW). Daily, one person is responsible for extracting the data files necessary for Chinook to be used across the globe. Also, TDSS is responsible for integration of Chinook into GCMS.

5. <u>Integrity Risk Management (IRM)</u>: provides IN with assistance on the development of a Module 5 governance structure.

2.2 Governance

In the formulation of Chinook, there was no formal governance structure regarding approvals and decisions. As reflected throughout this PRA, some decisions and parts of Chinook were approved informally. Additionally, certain aspects of Chinook are migrating to a more established governance framework with robust procedures to reflect approvals and activities.

2.3 Chinook Training

IRCC has established a list of Chinook Experts within the NHQ area of Ottawa as well as throughout the IN. Those persons who have been identified as Chinook Experts are expected to receive training on

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those modules which have not been released and pass on that training to staff within their office. Moreover, they are the first point of contact within their region related to reports and troubleshooting s.16(2)(c)
of any Chinook-related issues.

When an office deploys Chinook and new modules of the tool, the following training sessions are delivered by Chinook Experts in NHQ or in the local office by Chinook Experts:

1. Familiarization
2. Engagement
3. Functional training
4. Distribution of SOPs and User Guides
5. Virtual implementation
6. Pre-launch set up and adjustments
7. Go Live

Additionally, there is support after Go-Live as well as troubleshooting and resolution provided by NHQ.

To date, there have been approximately 15 Chinook training sessions provided by Chinook experts in various offices within the IN.

2.4   Current Users (July 2019)

The following provides a summary of Chinook users; currently as well as planned.

Table 1: Chinook Users	
Module Number and Name	**Description of Users and Plan**
Module 1: File Management	Approximately 1/3 of 53 TR processing offices (including CPC-O) use this module.
Module 2: Pre-Assessment	No users as of July 2019; deployment schedule is to go live with this module in the Fall 2019
Module 3: Decision-Maker and Module 4: Post Decision	Except the U.S. Network, all 53 TR processing offices and the CPC-O use these two modules. Note these two modules are used in conjunction with each other. Module 3 brings the application data, and Module 5 ‾‾ into one MS Excel spreadsheet, while Module 4 supports the decision and recording of those decisions in GCMS.
Module 5: Indicator Management	Available for all offices (including the U.S. Network) to request to be populated into Module 3.
Module 6: Quality Assurance	
Toolbox *Out of Scope for this PRA*	No data extract from the EDW; just a group of useful tools like IRPA language, and currency converter, as well as others. All users have access to this module.

The U.S. Network does not use Chinook due to their caseload which require more officer involvement and analysis, including a higher percentage of specialization TR applications including diplomatic and official visits, rehabilitation applications, permanent resident determinations, temporary resident permits and authorities to return to Canada. However, as stated in the above table, they can create Module 5 indicators which can be used within Chinook by all offices.

IRCC would like to see each office use all modules but the decision to use all six modules is a decision left at the discretion of each office. The current timelines for deployment across the IN varies from one office to another.

2.5   Chinook Data Files/Data Extracts by EDW Staff

Daily (including weekends), data extracts are obtained from the Enterprise Data Warehouse (EDW) which contains a copy of GCMS. The extract queries are performed at approximately 9:00 a.m. EST but may be later based on the updates from transactional databases to the EDW. An assigned staff person performs multiple queries of the EDW and saves those files to a dedicated area of GC Docs; specifically, the *TR > Report > Chinook* folder.

The extracts performed are:

1. **Extract for Module 1 (daily)**: an extract of all open TR applications with the data/fields listed in Table 2 below.
2. **Extract for Module 3 (daily):** an extract of open TR applications with the data/fields listed in Table 3 below.
3. **Extract for Module 3   (daily)**: an extract for the   section of Module 3 with the data/fields listed in Table 4 below. This data is used to assess up to   on open applications with past applications with the same
                                                                      While this data is extracted daily and made available to staff in the above referenced GC Docs folder, Chinook experts do not update the data files daily; most, if not all offices, update their data files monthly.
4. **Extract for Module 4 (daily)**: an extract of refusal letters not sent to the applicant. As of July 2019, this daily extract is queried from the EDW and stored in the above referenced GC Docs folder; however, use of this data set is current under User Acceptance Testing (UAT) in the Ankara office. Outside of Ankara, no one is currently using this EDW extract. Plans are for the extract to be used sometime in Fall/Winter 2019 (dependent on development resources).
5. **Extract for Module 6 (daily)**: an extract of EDW which is the same as the Module 3

    The data extracted for Module 6 is listed in Table 5.

All queries are performed and then structured via region such that each region obtains, for example, Module 1 data specific to their region.

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When a new extract is stored in the *TR > Reports > Chinook* folder, the EDW staff person writes over the previous day's file. However, GCDocs maintains a version history of all files; therefore, on a monthly basis, the EDW staff person purges all prior versions except for the prior seven days. At any given time, the GC Docs folder may have the existing version of the above five extracts and the prior 7-30 calendar days of data extracts.

All regions are aware of the timelines for these data pulls and each office functions on data that is at least 24 hours old.

The following tables provides a high-level description of the five EDW data extracts.

Table 2: Module 1 Data Extracts from EDW/GCMS		
Received Date	Age	
Application Number		
Language		
Primary Office		
Assigned To		
Category		
Subcategory		Requested Item
Counterfoil Category	Biometric Information	Outgoing Correspondence
Channel		Document Issuance
Fees Status	Active Group	Event
Application Status		
Citizenship		
Citizenship Country Code		
Country of Residence (CoR)	IME Status	
CoR Country Code	Medical Activity Update Date	

Table 3: Module 3 Data Extracts from EDW/GCMS	
Data Element/Field	**Description/List of Values (LOV)**
Client UCI	The extracts from the EDW filters for primary applicant (PA) Client UCIs on all open TR files (TRV, SP, WP), where the Final Decision is NULL
Application Received Date	Date application was received
Primary Office	IRCC office location
Application Number	GCMS assigned unique application number
Application Channel	e-Application, Paper
Application Category	TRV, SP, WP
Application Subcategory	Varies but a sub-category of TRV, SP, and WP
Application Counterfoil Category	
Application Special Program	
Group Number	GCMS assigned unique group number
Group Type and Group Name	Type of group and name given to the group
Application Assigned To	GCMS user ID assigned to process the application

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Eligibility	Outcome of eligibility assessment; Passed, Failed, Review Required, Recommend Passed
Biometrics	Status of the applicant having biometrics collected; e.g. 'Complete'
Biometrics Info	
Biometrics Review	Whether a review of biometrics is required; e.g. 'Required'
Client Information	Name Citizenship CoR Gender Marital Status Age DOB Country of Birth (COB) Client Place of Birth (POB) Email Address (on application)
Client CoR Status	The applicant's status in their CoR; e.g. citizen
Spouse Information	Name Marital Status Marital Start Date
Designated Learning Institution	Name of school (for SPs)
Application Purpose of Visit	Purpose of visit; tourism, visit family, etc.
Visit Start and End Dates	Start and End Dates
Positive Answers to Statutory Questions	Identification of statutory questions with a positive response and the details provided by the applicant; e.g. '*StatQ(N) -2b, 2c: My application was made in June 2017. Application was denied based on financial circumstances.*'
Pre-Assessment Note	
Study Permit Data	Level of Study Field of Study Tuition Expenses Paid
Work Permit Data	WP Exemption Code Labour Market Impact Assessment (LMIA)/LMIA Exempt # NOC (See Note 1) NOC Description Salary Intended Occupation Employer
Travel Document Information	Travel Document Type TD Document Number TD Expiry Date TD Issuing Country

Past Application Details	

Note 1: National Occupational Classification provides a standardized language for describing the work performed by Canadians in the labour market.

Table 4: Module 3

Table 5: M

2.6   Chinook User Roles

Once an IRCC office is granted access, all immigration personnel have access to Chinook. The only restrictions are as follows:

- Chinook Expert/Administrator: For Modules 1 and 2, an Administrator role is assigned to the Chinook Expert (a Chinook SME in each office). That Administrator can add other staff to the position of Administrator, which allows the user to set permissions and rules in Module 1 and amend their office template in Module 2.
- Risk Assessment Officer Coordinator (RAOC): In Module 5, only the RAOC has access to create Module 5 indicators. As of July 2019, only one person has been designated as the RAOC user for Module 5.
- Module 6: Users have the ability to obtain

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2.7   Access to Chinook Data Files/Permissions in GC Docs

Chinook data files are maintained by IRCC in two folders. This section details the information stored in these two folders and the assigned permissions as of July 2019. First, the Chinook tool itself is stored in a GC Docs Folder via the following path:

Chinook Cross Network TR Processing Suite > Chinook

Second, the data files extracted by the EDW staff, which are stored in *the TR > Reports > Chinook* folder are access by Chinook Experts via the following path with the *Chinook Data* folder being a shortcut to the *TR > Reports > Chinook* folder (where EDW stores the EDW extracts).

Chinook Cross Network TR Processing Suite > Chinook Data

From the *Chinook Data* folder, each office copies and pastes the files needed (based on which modules they are using) and stores them into a specific shared drive; for nearly all offices, that is the I Drive. Chinook Experts are instructed to delete the previous day's data sets such that no office maintains days, weeks, or months of EDW data extracts. Furthermore, the Module 3 (file is available for download daily, but is only replaced on a monthly basis by Chinook Experts.

The table below describes the permissions for the main folder: *Chinook Cross Network TR Processing Suite*.

Table 6: Data Stored in Chinook GC Docs Folder (*Chinook Cross-Network TR Processing Suite*)		
Folder Name and Contents	**Permissions (as of June 2019)**	**Permissions (as of July 2019)**
Chinook Contains the Chinook Tool	Public Access – Read only Edit Access provided to some staff in the Centralized Network Modernization Innovation and Business Solutions (MIBS)[2]	No change

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[2] In each Case Processing Centre (CPC), there are innovation staff. For development of Chinook we used some MIBS employees. They have inherited the permission from their development work. 15-20 staff.

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Chinook Data This folder is a shortcut to the *TR > Report > Chinook* folder.	Some users are individually identified as having 'Public Access' allowing for Read, Add, and Modify, but not Delete. However, permissions are also granted to entire branches and the entire Immigration Program which supersedes those individual permissions. The group *'Immigration Program'*, which is all users with an immigration function, have full access (Read, Add, Modify, and Delete)	All Immigration Program Staff have Public Access – Read only. Full Access (read, add, modify, delete) is limited to six IRCC employees. Two on the IN Chinook Team, two on the CN Chinook Development Team, and two EDW staff who perform the EDW data extracts.
TR Folder > Report > Chinook	Some users are individually identified as having 'Public Access' allowing for Read, Add, and Modify, but not Delete. However, permissions are also granted to entire branches and the entire Immigration Program which supersedes those individual permissions. The group *'Immigration Program'*, which is all users with an immigration function, have full access (Read, Add, Modify, and Delete)	All Immigration Program Staff have Public Access – Read only. Full Access (read, add, modify, delete) is limited to six IRCC employees. Two on the IN Chinook Team, Two on the CN Chinook Development Team, and two EDW staff who perform the EDW data extracts.

It is noted that the six individuals have Full Access to the *Chinook Data* folder (technically the *TR Folder > Report > Chinook folder*), and can modify the data files. The risk is considered low due to the number of staff who have Full Access (six) and the general low risk that someone would intentionally or inadvertently change data in the folder. However, in order to upload/update Module 5 information (risk indicators and Local Word Flags) IN staff must have 'modify' access to the folder and that 'modify' access at the folder level extends to all files within the folder. This is an assumption that requires validation with GCDocs experts. Furthermore, it is noted that all of Immigration Program has read only access to all data files in the folder; it is assumed that the entire program does not require such access.

Privacy Risk Analysis of EDW Data extract Permissions in GC Docs
The new permissions assigned to the *TR Folder > Report > Chinook* folder in July 2019 is clearly an improvement to the prior permissions (June 2019) which allowed Full Access to a large number of staff. However, two issues are present regarding the permissions to the EDW data extracts. First, six individuals can modify the folder and GCDocs permissions to 'modify' are mimicked at the file level. Therefore, there is a risk that one of the six users could inadvertently modify the EDW extract files and negatively impact the processing of applications in Chinook. IN will explore means for the EDW data extracts to be read only while also permitting Module 5 indicators and flags to be uploaded to the folder.

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Second, the EDW data extracts are accessible to the entire Immigration Program. Access to the data extracts should be limited to Chinook Experts and a small number of Chinook Administrators in IN and IT Operations.

2.8 Chinook Module Set-Up

Existing Chinook material/guidance suggest to staff Chinook files are loaded daily on the I drive and follow the below set up procedures.

The Chinook Expert of the local office creates a folder on the I Drive for EDW data files. The I Drive file path for Chinook data is normally: *I drive > Immigration Program > Chinook > Data*. Reportedly, the Immigration folder is restricted to the Immigration section of the mission, which includes Canadian Based Staff (CBS) and Locally Engaged Staff (LES). However, permissions/restrictions on the I drives across all approximately 53 offices was not obtained for this report.

Once those data files are in the appropriate folder every day, the tool is ready for use. Daily, the Chinook SME for an office notifies staff that the daily Chinook data has been uploaded.

3. CHINOOK MODULE DESCRIPTION AND WORKFLOWS

This section provides a description of the Chinook modules and how they are used by IRCC staff.

3.1   Module 1: File Management

To assist in efficiently processing TR applications, on a regular basis, IRCC management inform their staff – made up of CBS and LES – of the types of immigration files which they are responsible for processing. For example, a CBS may be tasked with working on files which have been designated for an expert officer to review the application for eligibility. In the normal workflow, querying GCMS to assign these types of files to oneself is performed in several ways, which can be time consuming. They become even more time consuming when there are GCMS connectivity issues; e.g. mission server availability is slow.

To address these issues and improve efficiencies, Module 1 (File Management) allows users to assign themselves work based on the Tasks assigned to them by Managers. Once a user assigns a series of applications to themselves, they can populate other Chinook modules (Module 3 and 4 for decisions/actions) or export the application data to MS Excel; the Excel spreadsheet promotes more efficient GCMS activities.

In short, Module 1 is designed to assign a large group of files, up to 150, based on a pending Task in GCMS.   The Tasks in Chinook align to a data field(s) and activity statuses in GCMS.

While workflows may vary from one office to another, the following depicts a typical workflow in the utilization of Module 1.

Step 1.0: Upload Module 1 Data File
In this step, the IRCC Office Chinook Expert is the only person(s) with the rights to access the Administrator icon in Module 1 (red box in Image 1 below). While the gear icon is visible to all Chinook users, only assigned Administrators can navigate to the administrator area of Module 1.

While other functions are available in the Administrator section of Module 1, the main function is for the Chinook Expert to upload the Module 1 data file from the office's I drive, which is depicted in Image 2.

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Image 1: Module 1 Main Page

Image 2: Module 1 Data Upload

Administration

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It is noted that the Module 1 data extract is separate from the Module 3, Module 4, and Module 6 data extracts.

The Administrator section of Module 1 also allows an Administrator to perform other administration tasks within the module, including adding another administrator (manage permissions) and modifying the priority of tasks presented to users in this module.

Step 2.0: Notify staff of Daily Data Upload
In this step, the Chinook Expert ensures staff are informed that the daily Chinook data files have been uploaded to Module 1.

Step 3.0: Search and Review Available Tasks
In this step, users open Chinook in read only format and assign themselves with the type of Tasks management has instructed them to process. To generate a list, a user utilizes the *'Search Options'* area of the Module 1 Main page (see green box in Image 3 below). From this area, the following search criteria are available to the user:

    A.   <u>Assigned To</u>: a specific IRCC employee
    B.   <u>Primary Office</u>: a particular Primary Office
    C.   <u>Responsibility</u>: the title of an IRCC employee or the type of responsibility activity required for the applications. The Responsible Parties are:
        1.   Client
        2.   Officer
        3.   Program Assistant
        4.   Third Party
        5.   Unit Manager
    D.   <u>Processing Stage</u>: one of the 19 stages of a TR application process:

Stage A:	Stage G:
Stage B:	Stage H:
Stage C:	Stage I:
	Stage J: (
Stage D:	Stage K:
Stage E: I	Stage L:
Stage F: '	Stage M:
	Stage N:

    E.   <u>Language</u>: a user can identify applications which require responses to the Client in English, French, or both.

The above five search options are visually depicted in the image below; the lettering above corresponds to the lettering in the *'Search Options'* area of the image below (see green box).

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Image 3: File Management/Module 1 – Generate List Criteria

While the number of Tasks and the priority (the order in which they are sorted/presented to the user) of those Tasks may vary from office to office, there are 170 Tasks available for assignment in Module 1. The default Tasks and priorities are based on the logical process flow of a TR application; however, offices have the capability to edit the selection and priority of Tasks. The Tasks in Chinook equate to a data field(s) in GCMS, which varies from one Task to another. Each of those Tasks were analyzed for privacy risks and no risks were identified[3]. They are simply events that occur in the submission and processing of applications which require actions by IRCC or the client to allow the application to reach a conclusion/final action (approved, refused, withdrawn, other). The following provides a few examples and descriptions of available Tasks; others can be seen in the above image (red box):

1.

2.

---

[3] The consultant analyzed an Excel spreadsheet titled 'Mod 1 SOPs' which lists each task, the type of employee responsible for each task, and the action required of that employee.

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3.

4.

10 of the 170 SOPs require the IRCC employee to navigate to Module 3 (and can only be performed by Officers/Decision Makers), while the others require various types of activities to be performed by Program Assistants, the Client, the Unit Manager, and Third Parties.

Step 4.0: Self-Assign Tasks and Navigate to Module 3

In this step, the user selects the Tasks a manager has instructed her to process. As an example, in the image below, the user (Responsibility = Officer) selects the Task of

The Officer can select more than one Task, but in the image below only one Task has been selected. Once the Task(s) is highlighted, the user selects the number of applications to assign to herself and selects '*Generate List*'.   Chinook does not permit a user to select/self-assign more than 150 applications. In the image below, the Officer assigns 150 of the available 363 applications with a Task of

Subsequent to selecting '*Generate List*', the 150 applications are populated in the field titled '*List of Applications*'. In the example, after the Officer is finished with Module 1, she navigates to Module 3 where her GCMS User ID identifies those applications which were self-assigned in Module 1; they are now available to the user for processing in Module 3.

Step 5.0: Self-Assign Tasks and Create MS Excel Spreadsheet

While some users will select '*Generate List*' and navigate to Module 3, others do not use Module 3 – non-Decision-Makers (those who do not have the ability to make decisions in GCMS; e.g. Responsibility = Program Assistant). However, Module 1 is still beneficial in that those users can export Tasks in Module 1 to MS Excel where the data is used to efficiently perform actions in GCMS. For example, a user with the Responsibility of Program Assistant assigns 150 Tasks titled '

For this specific Task, the TR application has been approved and a letter must be sent to the applicant requesting she submit her passport so that IRCC can affix a Visa to the travel document. Therefore, the Program Assistant selects '*Open Results in Excel*' (and not '*Generate List*'). Subsequently, the Tasks being self-assigned are populated in a newly created MS Excel spreadsheet which contains the following information/column names:

1. Task Name
2. Application Number
3. Application Received Date
4. Group Number
5. Assigned To (IRCC staff)

Subsequently, the Application Numbers from that Excel spreadsheet are used to generate passport request letters in GCMS. Depending on the type of Task, GCMS's grouping functionality may assist in

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efficiently performing actions on multiple applications; however, grouping of applications is not available for all Task resolution activities.

The MS Excel document created by the user is stored locally on the individual's hard drive. There is no formal instruction, such as an SOP or Program Delivery Instruction (PDI), which instructs staff or provides guidance on storing and purging any locally stored Chinook data files.

Assigning Files in Module 1 Which Mis-Align to an Employee's GCMS User Role

Within Chinook, it is possible for any user to assign themselves any Task. For example, an employee with the Responsibility of *Program Assistant* can assign herself a Task that requires action on the file in Module 3. However, a Program Assistant is not a Decision Maker and would not action a file in Modules 3 and 4. If this were to occur, the user may even be able to open the application data in Module 3 and record intended decisions in Module 4. However, the eventually decisions must be recorded in GCMS and the individual's base/functional user role in GCMS does not allow her to perform those actions in GCMS.

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Image 4: File Management/Module 1 – Generate List and Open Results in Excel

3.1.1   Record Search Utility

The Record Search Utility (i.e. the magnifying glass icon in Image 3) is active for all users. However, most users can only search for records associated to their own GCMS ID within Chinook. Conversely, those with the Administrator role can search for any records.

After selecting the magnifying glass icon, the image below is presented to an Administrator. Based on the search parameters entered, a user is presented with defined search results. For example, this allows Administrators the ability to view the number of files (and Application Numbers) assigned/processed by a particular user. It can also allow the Administrator to see details of a single Application Number.

Image 5: Record Search Utility

Processed File Details

3.2   Module 2: Pre-Assessment

Chinook's Module 2 allows for users to complete pre-assessment tasks on a file. In short, Module 2 allows for a series of tasks to be completed on an application by a Program Assistant to assist the Officer/Decision-Maker when they assess an application and make a decision. Note that Module 2 does not require a specific extract from the EDW.

In the normal course of processing TR applications, Program Assistants are assigned pre-assessment tasks, such as documenting an applicant's
as well as others. Generally, pre-assessment activities verify information in the application and its supporting documents. The outcome

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of those pre-assessment activities is the creation of a note on the application which assists the Visa Officer in finalizing a decision on the application. Historically, those notes are time-consuming and inconsistent in the level of detail.

Within Chinook, a user completes a pre-defined checklist for a particular TR application type. Once the checklist is complete, a standardized note is generated which is copied and pasted in the   field in GCMS. The following provides a description as to how Module 2 is utilized.

Step 1.0: Identify Relevant Tasks from Module 1

The use of Module 2 begins with the identification of pre-assessment Tasks in Module 1. Once a user has selected a group of Tasks in Module 1, the IRCC staff person (LES or CBS) selects the option of   That MS Excel document is stored locally on the user's local hard drive or shared drive on the office network. The data available to the user in this MS Excel document is detailed in Section 3.1 (Step 5.0), but duplicated here for ease of reference:

1. Task Name
2. Application Number
3. Application Received Date
4. Group Number
5. Assigned To (IRCC staff)

For the purposes of Module 2, from the generated MS Excel spreadsheet, only the Application Number is utilized.

Step 2.0: Copy/Paste Application Numbers into Module 2

In this step, the Application Number(s) is copied from the MS Excel document and pasted into Module 2. In the image below, a single Application Number or multiple Application Numbers can be pasted into the   section of the Module 2 Pre-Assessment starting page. Lastly, a selection is made regarding how the applications are presented/ordered in the resulting list. For this workflow,   is selected (see green box).

Image 6: Pre-Assessment Start Page/Paste Application Numbers

Step 3.0: Assess Applications

By toggling to the   tab, the first application in the list is presented to the user with a summary of general application information (green box in the image below):

1. Group #: if the application is part of a Group in GCMS
2. Application Number
3. Category: the category of an application; specifically, V-1, PG-1, B-1, VH-1, CAN+, SX/WX-1, Ret SP/WP, SP and WP[4]
4. Citizenship, and
5. Country of Residence (CoR)

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[4] V-1 = Visitor; PG-1 = Parent/Grandparent Extended Stay, B-1 = Business Class; VH-1 = In Transit; CAN+ = CAN + Program; SX/WX-1 = Short Term Study or Short Term Work; Ret SP/WP = Returning Student Permit Holder/Work Permit Holder; SP = Study Permit; and WP = Work Permit.

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From this screen, the user can select previous or next file on the list while a check box reflects whether the Pre-Assessment task has already been completed for a particular application (see red box in the image below).

Image 7: Pre-Assessment Start Page/Paste Application Numbers

Once the user decides to work on a particular application, she selects the appropriate tab, which is based on the Category (V-1, PG-1, etc.).

Assuming the application presented in the   tab is a V-1 application, the user selects the 'V-1' tab (see image below) and completes the Pre-Assessment tasks.   For V-1, the tasks are seen in the below screenshots/images. Note the screen shots are showing what the user sees as she scrolls down through the V-1 pre-assessment (see series of green boxes).

The type of information recorded in Module 2 varies from one Category to another; however, all data is related to the application. There is no new data being recorded in Module 2 that is not already; if the user was not utilizing Chinook, these same pre-assessment tasks are recorded in the normal GCMS workflow.

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Image 8: Pre-Assessment of V-1 Application (1 of 3)

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Image 9: Pre-Assessment of V-1 Application (2 of 3)

Module 2 - Pre-Assessment   ✕

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Image 10: Pre-Assessment of V-1 Application (3 of 3)

Module 2 - Pre-Assessment   ✕

Step 4.0: Generate Note and Paste into GCMS

Once the pre-assessment tasks are completed, the user selected *'Generate Note'* (see green shaded box in the above image) and Chinook creates a pre-defined note based on the selections made during the assessment. The following is an example of the type of note Chinook creates for the user:

> IMM STATUS CoR: Citizen|TH: UK/USA/Europe/|PA:|INCOME: 50000PHP/Bi-Week-Pay
> slips|SAVINGS: 75000USD *Lump Sum*-Hist: Provided-Bank Statement |HOST: PA's
> Child; PR STATUS IN CDA;|ADD. INFO: |See Notes in GCMS|JG15841

Once that note is presented to the user, it is copied and pasted into GCMS. Specifically, as seen in the image below, it is pasted into the free text field called '   As noted in the Advanced Analytics (AA) PIA, the '   ' field is a free text field that has multiple uses across the

Department. In contrast to the AA PIA, this PRA has not identified any privacy risks related to the use of the [   ] field to record the Pre-Assessment Note.

In the future, an existing Change Request is being actioned which will allow for a dedicated field for the above note; Chinook users will no longer use the [   ] field. At the writing of this PRA, the deployment date for this new data field is undetermined but linked to the Dynamic TR Webforms.

It is noted that the Pre-Assessment Notes from Module 2 are also populated in one of the fields in Module 3; specifically Column G (see Table 7).

Image 11: Pre-Assessment Note Pasted into GCMS

3.2.1   Customization of Module 2

Chinook provides default settings for each application type, which requires assessments to be made across the following areas of an application:

1.
2.
3.
4.
5.
6.

7.
8.
9.
10.
11.
12.

s.16(2)(c)

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While default settings are set when Module 2 is utilized, IRCC offices are permitted to customize the checklist items. For example, in Image 8, in the section heading of '   ' there are multiple customized checkboxes which would allow an office to reflect that   is identified. That customization would be reflected in the note generated by Chinook.

While certain areas of Module 2 are customizable, the 12 headings listed above cannot be altered; additional headings cannot be added by a user.

3.3   Module 3: Decision-Maker

Module 3 is designed to assist a user in making decisions on TR applications in bulk. The goal of Module 3 and Module 4 is to increase the quantity and quality of decision making by compiling, in one place, the pertinent information required for making decisions. From a single location, the data can be reviewed more easily and effectively along with   obtained from GCMS

This module introduces a better viewing platform to review application information of numerous files at the same time. Most of the information in Module 3 is GCMS data from the Module 3 EDW data extracts. The only exceptions are the following:

1. Column D: Action –Chinook user records their intended decision on the TR application.
2. Column G: Pre-Assessment Notes – if the office uses Module 2, the note created in Module 2 is auto-populated in this column.
3. Column Z: Module 5 Flags – see Section 3.5.
4. Column AA: – see Section 3.3.2.
5. Columns AB through AG: – See Section 3.3.1.

The following tables provides a description of the Module 3 columns.

Table 7: Module 3 Column Descriptions	
Officer Section (Columns B through F)	
Column Number and Name	**Description**
B. Application Number	GCMS Unique number assigned to application
C. Group Number	GCMS unique number assigned to group (if applicable)
D. Action	Approved, Refused, Withdrawn, Other. This is where the decisions are made once assessments are completed on an application.
E. Working Note	Working Note regarding the application such as 'Request PG-1' or 'Request Meds'
F. Assessments Rollup	
Client and Application Information Section (Columns G through U)	

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Column Name	Description
G. Pre-Assessment Notes	Notes from any pre-assessment done in Module 2
H. Verbose Client Information	If the user hovers over this field, the long form narrative of the application is presented to the user. An example is provided in the image below.
I. Category	Counterfoil category (V-1, PG-1, etc._)
J. Special Program Code (SPC)	e.g. CUS
K. Received Date	
L. Citizenship	
M. CoR	
N. Gender	
O. Marital Status	
P. Age	
Q. Purpose of Visit	
R. Purpose of Visit Information	
S. Activity and Employer/School/Facility	
T. Self Declared Travel	From application; e.g. USA 2019-May; Japan 2018-Jan.
U.	

GCMS Information Section (Columns V through Y)

Column Name	Description
V. Previous GCMS History	
W.	Organizations associated to the individual
X.	Complete, Not Started, Review Required, NRT, In Progress
Y.	Complete, Not Started, Review Required, etc.

Section (Columns Z through AG)

Column Name	Description
Z. Module 5 Flags	from Module 5 are identified in this column – see Section 3.3.3
AA.	See Section 3.3.2
	See Section 3.3.1

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s.16(2)(c)

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Image 12:   **(Module 3, Column H)**

Step 1.0: Open Chinook Module 3

At the onset of using Module 3, the following disclaimer is presented to all users as a pop-up dialogue box. Users must select 'OK' before proceeding with the use of Module 3.

'THE   PRESENTED IN CHINOOK ARE FOR INFORMATION PURPOSES ONLY AND ARE NOT PREDICTIVE. OFFICERS MUST REVIEW ALL APPLICATIONS ON THEIR OWN MERIT.

The percentages referenced in the above notice is related to the   olumns in Module 3 which are described later in Section 3.3.1 below.   Furthermore, the references to exemptions under the *Access to Information Act* have not been reviewed by IRCC ATIP.

Users are informed to open Module 3 in Read Only; however, there are instances wherein Officers have saved the file on their local hard drive or a shared drive. The extent of such localized storage is unknown.

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Step 2.0: Select Appropriate Module 3 Data File and Customize Columns

To start using this module, an Officer/Decision-Maker navigates to the module's set up screen (the gear icon). In the Set-Up screen, the user enters their Region, GCMS ID, and the Data File being queried (located in the office's   While most staff do not require access to more than one data file, a small number of IRCC employees are decision-makers for multiple regions and will need to ensure they select the appropriate regional Module 3 data file.

Furthermore, via the *'Module 3 Options'* (see green box in below image), a user can activate/deactivate various columns, as well as deactivate/activate the   columns.

Image 13: Module 3 Basic Setup

MODULE 3 - Decision Maker   —   ☐   ✕

Further customization can be achieved by selecting the *'Column Setup'* tab in the above image (see blue box), which presents the user with a series of check boxes. By de-selecting an option, Module 3 will remove that column from view. Through anecdotal reports, more experienced Officers often de-select the   columns through the Basic Setup or Column Setup feature of Module 3.

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Image 14: Module 3 Column Setup

MODULE 3 - Decision Maker   —   □   ✕

Step 3.0: Load Assigned Applications

To populate applications in Module 3, a user can rely on activities performed in Module 1. Data can be migrated into Module 3 through Module 1 via two methods. First, the Tasks that are self-assigned in Module 1 can generate an MS Excel document. From that Excel spreadsheet, which is most likely stored on the ▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒ the string of Application Numbers can be copied/pasted into Module 3; identical to how Module 2 data is populated. Second, by entering in their GCMS User ID in Module 3, the Application Numbers (assigned via Module 1) are auto-populated in Module 3 – the GCMS User ID must be entered in Module 1 and subsequently entered in Module 3 via the gear icon.

As Chinook is used for paper applications as well, Module 3 also supports the scanning of a paper applications. To scan applications, the user selects '▒▒▒▒▒▒▒▒▒' nd a separate window is presented. Using a 2d bar code scanner, the user can scan the bar codes on paper applications. In the image below, the user has selected '▒▒▒▒▒▒▒' and the scanning dialogue box is presented to the user.

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Image 15: Module 3 – Scan Applications

| 27 |
| 28 |
| 29 |
| 30 |
| 31 |
| 32 |

Step 4.0: Receive Assignments from Manager (Alternative Workflow)
It is noted that some managers will identify Tasks to be assessed/actioned by their employees in Module 1, populate Module 3, and subsequently email their staff personalized Chinook files. Unlike the normal work flow, which requires staff to open Chinook in '*Read Only*' and not   this assignment activity by a manager results in a copy of Chinook being stored

Step 5.0: Record Decision in Column D (Action)
Once applications are assigned to a user (either self-assigned or via a separate Chinook document), the Officer utilizes the spreadsheet to make decisions on up to 150 applications which are presented in this module in rows. This allows for the consideration of GCMS data and other information to support a decision. The three decisions in Chinook/GCMS are: Approved, Refused, and Withdrawn. In Chinook,

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there is also 'Other' which means the application is not ready for a final decision; e.g. the file needs meds or screening.

Once a decision is made, Module 4 is utilized. While Chinook and this deliverable separate Module 3 and 4 as distinct and separate, both modules are incorporated into the same worksheet.

3.3.1   Section -

Columns AB through AG provides statistical information based on

Chinook uses the profile information provided in the

The following three examples illustrate how each of the above three rules apply:

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s.16(2)(c)

Image 16: **Section (3 and 6 filters)**

A	B	C	D	Z	AA	AB	AC	AD	AE	AF	AG

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s.16(2)(c)

s.21(1)(a)

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Prior to the use of Chinook, IRCC staff considered

The identification of these   criteria was developed by SMEs through an assessment of past applications and testing of new applications to determine the efficacy of the criteria. The starting point for IRCC's identification of risk criteria for Chinook began with analyzing the

There are some similarities to the

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5 The ⁻ ⁻ ¹ ⁻ for 2018 was utilized by the consultant.
6

In addition to similarities to the   the

The   . as well as the accompanying business rules, were not approved formally, but informally; i.e. the Director General of IN did not formally approve of the criteria and business rules but was aware of the work being performed and, once tested and validated, they would be incorporated into Chinook.

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s.21(1)(a)

<u>Privacy Risk Analysis - Notice</u>

From a privacy point of view, several factors of the   information were considered. First, as it relates to notice, a minor risk was identified. The consultant does not believe the presentation of   is predictive analytics, or is remotely close to the activities described in IRCC's AA PIA, however, the enhancements to transparency and notice stemming from that PIA are robust enough to account for the presentation and consideration of statistical data on approval/refusal rates within Chinook. Furthermore, it is sufficient for the   and Module 5   as well.

Considering the AA PIA focused entirely on TRV applications and the use of IMM 5257 (Application for Visitor Visa), the consultant also analyzed the notice provided in applications for SPs and WPs; specifically, for IMM 1294 (Study Permit Application) and IMM 1295 (Work Permit Application). IMM 1294 (SP Application) and IMM 5257 (Application for TRV) contains the following information, in part, in the Privacy Notice Statement (PNS):

> *The personal information collected on an application, and other information collected in support of an application, may be used for computer analytics to support processing of applications and decision making, including your application. Personal information, including from computer analytics, may also be used for purposes including research, statistics, program and policy evaluation, internal audit, compliance, risk management, strategy development and reporting.*

In the opinion of the consultant the above text adequately meet the Notice requirements related to the use of   Module 5   However, it is noted that a similar paragraph does not exist in IMM 1295 (WP Application). Therefore, this PRA identifies this risk with a recommendation to include the above statement in IM 1295.

<u>Privacy Risk Analysis - Accountability</u>

Second, as it relates to the creation of the   section and the use of s there is a risk related to the privacy principle of Accountability. That risk is that there is a missing governance structure for the creation, modification, and use of the   sections in Chinook, as well as other aspects of the tool. The lack of an appropriate and formalized governance framework in the deployment of Chinook extends to, at least, the following:

1.   in Module 3
2. Module 5   as noted later in this report, there are approximately   in operation which were not formally approved through an approved governance structure.

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3.   similarly, the creation and approval of   should be formalized in governance such that it remains a section to identify   There is a risk it could result in the creation of   and not its current use of assistance in triaging.

In the risk section of this report, a recommendation suggests a governance structure for all of Chinook should be formalized, which will, in part, prohibit the deployment of new criteria or the modification of existing criteria without formal approval from an 'Officer of Record'.

Furthermore, a separate risk under the principle of Accountability suggests the use of the must be justified – the effectiveness and necessity of the tool must be recorded to allow the tool to be used and

Privacy Risk Analysis - Accuracy

Third, there is a risk related to Accuracy regarding the   n Module 3. While the TR SMEs tests of prior data suggest the   are relevant factors for officers to consider, there should be further assessments/tests scheduled in the future to ensure those criteria remain relevant and valid. Along with that requirement, it is further suggested that statistical data is maintained on further assessments and are considered by the 'Officer of Record' prior to the addition or modification of criteria.

Privacy Risk Analysis – Necessity and Effectiveness

Fourth, for this PRA, the consultant does not support a deep analysis of the Four Part Oakes Test[7] regarding the use of   however, there is a need for IRCC to at least be confident that the presentation of data across the   is necessary and is effective in meeting a need. Because senior officers deactivate columns and temporary staff may be   IRCC should ensure the criteria are being used by staff, are effective (, and that statistical data continue to support the use of the   and the corresponding business rules (accuracy).

Privacy Risk Analysis – Impact of TBS Directive on Automated Decision Making

Lastly, there is a correlation to the use of the   columns and the TBS *Directive on Automatic Decision Making.* While the consultant believes significant differences exist between predictive analytics and the presentation of statistics (i.e.   IRCC must determine the implication, if any, of that Directive on the development and deployment of Module 3 and Module 5. It is the opinion of the consultant that Chinook does not deploy predictive analytics and that the TBS *Directive on Automated Decision Making* does not apply.

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[7] The OPC expects PIAs that are particularly intrusive or privacy invasive to be analyzed against the Four Part Oakes Test; see Section 2.1 of the OPC *Expectations: A Guide for Submitting Privacy Impact Assessments to the OPC*.

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3.3.2   Section –

In Module 3, Column AA, '⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍' is a data field which presents ⸍⸍⸍⸍⸍⸍⸍ for all offices or specific offices. The identification of an application that contains any of the ⸍⸍⸍⸍⸍ is utilized for <u>triage purposes only</u>.

⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍. If an application contains any of the keywords, instruction is provided to the officer via Module 3, Column AA,

The existing ⸍⸍⸍⸍⸍⸍⸍⸍ (as of July 2019), which are enumerated in the table below, were approved for use without a formal approval process. The ⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍ were in use prior to Chinook, therefore, they were added without the approval process. Furthermore, the ⸍⸍⸍⸍⸍⸍⸍ for all offices were added by IN staff to support triaging. However, beginning in or around Summer/Fall 2019, the addition or deletion of ⸍⸍⸍⸍⸍⸍⸍ will be managed through a Module 5 submission template, which requires approval from the RAOC in Ottawa although any ⸍⸍⸍⸍⸍⸍ will not reviewed as thoroughly as a Mod 5 indicator as the purpose of local triage only. A specific template has not been created yet but will likely be similar to the template used to submit request for a Module 5

The current list of ⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍⸍ and the value displayed in Module 3 Column AA is listed below.

Table 8: List of ⸍⸍⸍⸍⸍⸍⸍⸍ in Module 3/5		
	Applicable Office	**Data Value in Module 3, Column AA**

8

9

Canada

A3244685_81-000081

s.15(1)

s.16(2)(c)

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3.3.3   Section – Module 5

Once a Module 5   is approved by the RAOC, it is presented to users in Column Z. A description of
the existing Module 5   and the approval process is provided in Section 3.5.

3.4   Module 4: Post-Decisions

Module 3 deals with informed decision-making; Module 4 deals with terminal actions from those
decisions. While seen as a separate module, the decision in Chinook is performed by selecting the
Actions Column in Module 3. When selecting a particular cell in this column, the following dialogue box
is presented to the user.

Canada

A3244685_82-000082

s.16(2)(c)

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Image 17: Refusal Action and Note

In the example above, the user has decided to refuse the TRV based on the refusal ground of *'Length of Stay'*. In selecting the checkbox for *'Length of Stay'* a standardized Refusal Note is auto populated by Chinook. That note can be modified (edit or add detail).

After several decisions have been actioned, the user can utilize GCMS's bulk approval/refusal function in order to copy/paste TR application decisions (and the notes).

In the image below, the Officer has approved eight applications and refused one (red box). Two of the approvals include a *'Working Note'* specifying that the approval is for a singly entry only (blue box). Moreover, five of the application numbers are associated with an existing Group in GCMS (green box).

Canada

A3244685_83-000083

s.16(2)(c)

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Image 18: Selection of a Group of Files for GCMS Action

The user selects all nine applications (via the Action column) and Chinook creates a separate workbook is created in MS Excel – separate from Chinook (see Image 19). This new worksheet is most often saved _____ that office.

Image 19: Separate MS Workbook Created for Approval Lists

Within that new MS Excel spreadsheet, each set of files (set, groups, or single application numbers) is presented in one of several tabs for '*Approvals*', '*Refusals*', '*Withdrawn*', or '*Other*'. As seen in the image below, which depicts the Approvals Tab, each set of files is organized as follows:
1. **All Files Query String:** includes all files designated for that action
2. **Single File Query String:** includes all files that are not presently in groups.
3. **Group File Query String:** String of all groups containing the files for action.

s.16(2)(c)

s.19(1)

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Image 20: Separate MS Workbook – Approvals Column

<u>Bulk Approvals</u>

In the above image, there are nine applications to be approved, all of which are applications within a group. To action a bulk approval, it requires the creation of a Temporary Group where all actions can be assigned; however, GCMS does not permit more than one group to be assigned to a particular individual. Therefore, for any applications which are already in a GCMS Group, the existing group must be closed before a Temporary Group is created and bulk actions are performed.

To close an existing group, a user copies the *'Group File Query String'* (red box) from Image 20, and pasted into the *'Groups > IMM'* Screen of GCMS (see Image 21). Subsequently, the search presents all the groups and the *'Status'* of each is changed from *'In Progress'* to *'Closed'* (see red box in Image 22).

Image 21: Close Existing Group Numbers (1 of 2)

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s.16(2)(c)

s.19(1)   Chinook PRA; Version 3.0; August 22, 2019

Image 22: Close Existing Group Numbers (2 of 2)

Once the existing GCMS Group is closed, existing Bulk Action activity in GCMS is performed. To perform Bulk Actions (e.g. Approval, Refusal) in GCMS, a Temporary Group is created. Once created, the user copies the '*All Files Query String*' (see Image 20; blue box) and performs the bulk approval.

Refusals

In Image 20, there are three tabs for Refusals: *Refusal (1)*, *Refusal (2)*, and *Refusal (3)*. The actions for bulk approvals is the same for bulk refusals, except that Chinook creates a separate worksheet in Excel for applications with the same grounds for refusal. Therefore, in Image 20 (see the green box), there are three worksheets containing applications with three types of refusal grounds.

3.5   Module 5: Indicator Management

Module 5 (Indicator Management) allows for new and existing risk indicators to be created and viewable in the '*Module 5*   columns of Module 3 (Column Z).

The flags/indicators being identified automate what is already created in the form of quality assurance (QA) reports. For example,

The results of the QA report are communicated to staff and are considered in the processing of future applications.

However,

Therefore, Module 5 was initially created to allow IRCC to build indicator rules for both positive and negative factors. To ensure biased and unwarranted risk indicators are not created, IRCC has developed guidelines and a process by which its global network of Risk Assessment Officers (RAOs)[10] can request the creation of risk indicators in Chinook.

As of June 2019, the process and guideline were recently introduced. The workflow described below will be followed in the future. However, the current inventory of Module 5 rules (shown to the user in Module 3) did not follow the guideline, but were assessed by IN's RAOC, who is responsible for approving all Module 5 rules in the future.

As of June 2019, there are approximately 60 Module 5 rules;

The consultant did not review all of the existing rules, but reviewed a sample size of 17. The following are five of those 17. If the criteria are met,

Example 1:
-

-

-

Example 2:
-

-

---

[10] There are approximately 20 RAOs across the IRCC international network. .

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s.16(2)(c)

s.21(1)(a)

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-

Example 3:
-

-

-

Example 4:
-

-

-

Example 5:
-

Going forward, IRCC is establishing a more robust assessment process and tools. Module 5 is used to submit requests to approve a new   For most users, their installation of Chinook Module 5 contains only the Module 5 Submission Template, which a RAO completes to seek approval of a new   For IN's RAOC, who is responsible for approving and denying requests, Module 5 allows her to create the   such that it is identified in Module 3. In Module 3, the *Instructions to Officer* is provided; not the criteria or rationale. That criteria and rationale are only stored in the Module 5 tool and accessible to the RAOC.

The following high-level workflow explains the process of a RAO submitting a template, the approval process, and the creation of the   in Module 5 and Module 3.

Step 1.0: Perform Risk Assessment; and
Step 2.0: Complete and Submit Module 5 Template
As of June 2019, RAOs, of which there are approximately 20, can refer to the   in their QA report and risk analysis and the Chinook Mod 5 Indicator Submission Template to assist with documenting the source criteria, logic and rationale in the creation of sound risk indicators. The tools available to RAOs to support the creation of   were being revised at the writing of this deliverable.

In Step 2.0, the RAO completes the Chinook Module 5 Indicator Submission Template (herein referred to as the Mod 5 Submission Template). It is noted that Module 5 can be used to identify both risks   , and opportunities (. The Mod 5 Submission Template requires the following information:

1. **Summary of the Submission**: a free text field which provides a brief summary of the desired indicators and justification for the creation of an indicator(s).
2. **Source:** a drop-down menu requires one of the following values:

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s.16(2)(c)

s.21(1)(a)

a.

b.

c.

d.

e.

f.

g.

h.

3. **Rule Origin:** a drop-down menu requires one of the following values:

   a.

   b.

   c.

   d.

   e.

   f.

   g. Name of a specific RAO (one of 20 RAO offices; e.g. RAO Mexico, RAO Singapore)

4. **Rule Type[11]:** a drop-down menu requires one of the following values:

   a.

   b.

   c.

   d.

   e.

   f.

5. **Criteria:** The user selects the type of criteria or filters that will be used to identify applications/clients. These criteria will be filtered by Chinook. As an example,
   . Staff are instructed to be precise and do not suggest criteria that captures too wide of a group. Annex A of the Mod 5 Submission Template provides a list of 200 available filters from Module 3 (n=79) and Module 1 (n=121); however, the user is prohibited from selecting filters/criteria from Module 3 and Module 1; all criteria must be from Module 3 only; or Module 1 only.

6. **Validity Period:**

7. **Justification:** if requesting a

8. **Rule Logic:** a short explanation of the logic for creating the new indicator. For example, '*the*

9. **Rule Instructions:** the instructions that are displayed to the user of the criteria are met. For

---

[11] These Rule Types have been identified by IN and are supported by Integrity Risk Management (IRM). Other types may be added in the future, but are not anticipated as of July 2019.

10. **Other:** to provide any other pertinent information which could not be included in other sections of the template.

Once completed, the completed Mod 5 Submission Template is saved locally by the RAO and emailed to IRCC.INRAO-AORRI.IRCC@cic.gc.ca.

Step 3.0: Review and Approve/Deny Module 5 Indicators; and
Step 4.0: Action Mod 5
At the writing of this PRA, one person identified as the IN RAOC has been designated as authority to approve, modify, or reject the indicators submitted. The existing process to approve is a subjective assessment by the RAOC; however, a framework for the approval, revalidation, tracking, audit, and removal of Module 5   is being developed, but was not available for assessment by the privacy consultant. Once approved, the RAOC creates a Module 5   which is depicted in the image below.

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Image 23: Create Module 5

frmIndicator

Canada

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s.21(1)(a)

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Step 5.0: Resubmit Module 5 Template (Renew Existing Indicator)

Risk indicators remain valid   (see red box in the above image).

may be adjusted in the future.

When the   .   the requesting RAO must revalidate and resubmit the Mod
5 Submission Template to   However, IN is current determining if this
approach can be modified and risk indicators can be scored automatically so that the RAOC is able to
perform other necessary functions of the position.

Step 6.0: Maintain Module 5 Indicator Repository

IN's RAOC will maintain a repository of rules which will define the date

3.6   Module 6: Quality Assurance

On an as needed basis, a QA report of Module 3

The Module 6 QA report is

Through this module, IRCC is trying to solve the issue of inconsistent review of decision-makers output
and is meant to provide more value-added feedback to officers and to identify gaps in training to be
addressed.

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Image 24: Module 6 Reporting Dashboard

4. SUPPORTING ACTIVITIES

This section provides a description of various activities that support the use of Chinook and have been deemed relevant to this PRA.

4.1 Data Storage

The issue of data storage and the risk of multiple data repositories was considered in this PRA.

First, when employees utilize Chinook, support staff continually advise that users open Chinook in 'Read Only'. This assists with preventing corruption issues in Excel, various add-ins, and prevents multiple copies of Chinook being stored on local drives. However, there is a risk that users select 'Save As' and maintain a separate installation of Chinook and GCMS data.

Second, as it relates to the potential for EDW data extracts to be emailed from one user to another, the file size of the extracts are very large. Module 3 data files exceed 100 MB which can't be emailed, while Module 6 data files are smaller but are often in excess of IRCC's 10MB file limitation for email attachments. Therefore, it seems impossible or very difficult for a user to email a copy of any EDW extracts which are saved on the office

Third, there are instances wherein a Manager/Supervisor identifies Tasks to be assessed/actioned by their employees in Module 1, populates Module 3 with up to 150 assigned Tasks, and subsequently emails the populated Chinook file (Mod 3) to the employee. Unlike the normal work flow, which results in staff opening Chinook in Read Only (and no local copy is stored), this assignment activity by a manager results in a copy of Chinook being stored on

Fourth, in Module 1, *'Open Results in Excel'*: The MS Excel document created by the user is stored locally on the individual's   However, this does not involve a data file with significant personal information. It only contains the following:

1. Task Name
2. Application Number
3. Application Received Date
4. Group Number
5. Assigned To (IRCC staff)

During training, Chinook Experts inform all users that local copies of Chinook or MS Excel files must not be maintained. However, there is no formal instruction, such as an SOP or Program Delivery Instruction (PDI), which documents that mandate.

s.16(2)(c)

s.21(1)(a)

s.23

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In the end, it appears that Chinook requires training and awareness to all staff regarding the localized storage and retention of Chinook data. Such training and awareness should encourage 'Read Only' versions of Chinook; however, where localized storage must occur, deletion must be performed in a sufficient timeframe; i.e. delete all localized copies and emails containing Chinook/GCMS data.

4.2   Information Management

In review of the information in Chinook, most Chinook data is a copy of data from GCMS. Therefore, from am information management (IM) perspective, Chinook seems to be transitory data. However, the presentation of   in Module 3 and the creation of Module 5 indicators (presented to users in Module 3) may not be considered transitory information. Therefore, it seems necessary for IN to collaborate with IRCC IM to determine if Chinook, in its entirety or portions thereof, are transitory or if Chinook is a System of Record (SOR).

From a legal perspective, and not a privacy one, there is a need for a file's progress and officer considerations to be traced. Understanding and being able to replicate the considerations and decisions of an Officer is sometimes integral to court proceedings involving refused TR decisions. Two points are made regarding this nuance to Chinook. First, there is a need for Module 3

4.3   Security of Module 3   and Module 5

During the preparation and completion of the AA PIA, risks were initially identified related to the security designation of those rules. As a result of those risks, IRCC determined the   and   While the Module 3   columns and Module 5   (presented in Module 3) are not opined to be the use of predictive analytics, the security designation of that information should be analyzed by IRCC.

The Module 5   five of which are duplicated in this PRA, may reach the threshold of Secret, but that should be determined by IRCC.

Conversely,

Regardless of the consultant's opinion, it is IRCC's Departmental Security Officer (DSO) who is the Department's authority on the designation/classification of Protected/Classified information. The DSO should be consulted to ensure proper protections are afforded the data described in this section.

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s.21(1)(a)

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5. PRIVACY RISK ANALYSIS

The privacy risks below were identified after analysis of the previous four sections of this PRA.

The level of risk assigned to each of the risks was based on three existing IRCC documents. First, as recommended by IRCC's Corporate Risk Profile for FY 2016-17, the IRCC 15-minute risk assessment tool was utilized which includes a 3 x 3 matrix (Impact x Probability). Second, to assist in assessing the impact, IRCC's Common Risk Impact Scale (CRIS) was used. The CRIS includes specific guidance and examples related to privacy and security. Third, to assist in assessing the probability, IRCC's Common Risk Probability Scale (CRPS) was used. The outcome is reflected in the 'Risk Assessment' description for each risk below.

In the completion and assessment of this PRA deliverable, the consultant agrees with IRCC's stance that a PIA is not required. The most prevalent argument for not authoring a PIA is that, in the opinion of the consultant, the use of Chinook does not meet the *'substantial modification'* threshold as defined and described in the TBS *Directive on Privacy Impact Assessment.*

5.1   Accountability

Risk #1: There is a risk that the   in Module 3's   Section is inaccurate, ineffective and unnecessary in the processing of TR applications. The use of the criteria may result in significant and unnecessary   , on while most senior staff de-activate the columns.

Risk Assessment: Possible/Medium

Recommendation: It is recommended that IRCC validate the necessity and effectiveness of the   such that it supports the continued presentation of the criteria in Module 3. Specifically, determine if the columns are being considered/reviewed by staff, are effective (including no   and that ongoing statistical data/analysis continues to support the use of the criteria and the corresponding business rules.

Risk #2: There is a risk that Chinook is not a temporary tool and that it will be a long-term solution to assist in the processing of TR applications. Moreover, it could be expanded to process other IRCC applications. This deliverable reflects IRCC's current plan to use Chinook as a model for business requirements; i.e. TDSS will build GCMS functionality, or similar tool which integrates with GCMS, such that Chinook is no longer required. However, considering Chinook was built, in part, because GCMS access/connectivity is slow and/or unavailable at times, the consultant questions how TDSS will be able to replace/decommission Chinook.

Risk Assessment: Possible/Low

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Recommendation: It is recommended that IRCC consider this risk and ensure contingency plans are in place to ensure proper privacy protections are in place if Chinook becomes a long-term solution or is expanded to other application types. The improvements to the governance structure recommended in Risk #3 should be organized in such a way that expansion of Chinook, or significant changes, requires formal approval involving privacy risk analysis. Furthermore, other risks in this deliverable should be considered with any expansion or permanency to Chinook.

Risk #3: There is a risk that Chinook continues to operate without a formal governance structure which could negatively impact necessary privacy protections. The deployment of the tool appears to have been adopted with the knowledge and implied approval of senior managers in IN. However, a more formal governance structure is lacking. As Chinook has been expanding, formalized approvals are not in place, especially those related to Module 5 and the   section in Module 3. The existing functionality and potential expansion require a more robust governance structure.

Risk Assessment: Possible/Medium

Recommendation: It is recommended that IRCC develop a formal governance structure to support the development, management, and necessary privacy protections related to Chinook. At a minimum, the governance structure should address the following:

1. Generalized Approval Authority: An identified approval authority in charge of approving changes to Chinook, as well as ensuring other aspects are present, such as technical training, awareness, and privacy protections related to data files. All significant changes to Chinook, including the addition of other IRCC lines of business must be formally approved.
2.   in Module 3. Notwithstanding the outcome of Risk #1, the continued use and performance testing of these criteria should be well-documented. The continued approval of these criteria should be actioned periodically by a senior approval authority and must consider the testing results in determining whether to continue using any of the
3. Module 5   All future   'indicators should be assessed through a documented and formal process. That process should include a requirement that

4.   Similar to Module 5   all /   should be assessed through a documented and formal process. That process should include a requirement that the creation and approval of   should be formalized in governance such that it remains a section to identify critical triage elements. There is a risk it could result in the creation of   and not it's current use of triage assistance.
5. Procedures, Training and Awareness: existing material must be updated, or created, to support privacy protections such as data storage, purging, use, access, and disclosure. Changes appear to be necessary in Chinook Procedures, training, and awareness. Specific privacy awareness is lacking entirely.

Risk #4: There is a risk that Chinook's use of Module 5 and the ⎍⎍⎍⎍⎍⎍ section of Module 3 is inconsistent with TBS's *Directive on Automated Decision Making*.

Risk Assessment: Unlikely/Medium

Recommendation: It is recommended that IRCC determine if the use of Module 3 and Module 5 data (⎍⎍⎍⎍⎍⎍⎍⎍⎍⎍ and Module 5 ⎍⎍⎍ utilize analytics in a manner wherein the TBS *Directive on Automated Decision Making* applies. As stated in this report, the consultant opines that the Directive does not apply; however, such a decision should be made by IRCC.

5.2 Identifying Purposes

Risk #5: There is a risk that WP Applications are being processed in absence of proper notice to the applicant that prior ⎍⎍⎍⎍⎍⎍ is used for reporting and statistical purposes and that such data may be used to support the processing of the individual's application. Proper Notice/Transparency exists in the TRV and SP application processes, but is lacking on the WP application; Form IMM 1295.

Risk Assessment: Possible/Low

Recommendation: It is recommended that IRCC modify the Privacy Notice Statement (PNS) on Form IMM 1295 (paper and e-application) such that it contains the following paragraph which is found in the PNS on application form for TRV and SP:

> *The personal information collected on an application, and other information collected in support of an application, may be used for computer analytics to support processing of applications and decision making, including your application. Personal information, including from computer analytics, may also be used for purposes including research, statistics, program and policy evaluation, internal audit, compliance, risk management, strategy development and reporting.*

5.3 Consent

No risks were identified regarding this principle.

5.4 Limiting Collection

A potential privacy risk exists in that the self-assignment of tasks in Module 1 and the actioning of those in Module 3 allows some staff access to more data than they should; or more data than their user role allows for in GCMS. However, the consultant was assured of the following:

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1. Access to GCMS data in Chinook does not provide any user with access to more data than it currently has in GCMS. All CBS and LES staff who have access to GCMS currently have access to all of the data elements in Module 1 and 3.
2. A LES Program Assistant, whose role in GCMS cannot approve or refuse an application, can self-assign decision-maker tasks in Module 1 and record approvals or refusals in Module 3.
   However, they could not perform the application-specific or group approvals/refusals in GCMS.

IN staff interviewed for this PRA provided verbal validation that the above factors are accurate. However, IN was unsure if this extended to permissions/restrictions placed on EDW data extracts which are stored in office

Furthermore,   one employee cannot view the statistical information (of fellow employees. However, IRCC
                        Moreover, during Chinook training, staff are instructed that they should only querying their own statistics or those employees they supervise; not anyone else. Therefore, this risk is not identified in this section.

Risk #6: There is a risk that access to the GC Docs folder where IT Operations staff upload daily EDW extracts allows more access than is necessary/justified. New permissions were assigned to the
                        folder in July 2019. Those new permissions are clearly an improvement to the prior permissions (June 2019) which allowed Full Access to a large number of staff. However, under the new permissions, six individuals can modify the EDW Extract data files in the folder and, potentially, have a negative impact on the processing of files in Chinook.   Conversely, there is a need for IN staff to modify at the folder level to upload Module 5 indicators and   IN is exploring a permissions options which allow Module 5 files to be added to the folder while restricting access to the EDW extracts to read only and to as few users as possible. Secondly, the EDW data extracts are accessible via Read Only to the entire Immigration Program. Access to the data extracts, even in Read Only format, should be limited to Chinook Experts and a small number of Chinook Administrators in IN and IT Operations.

Also, this risk extends to the permissions assigned by local offices to the Chinook data files in each local
(In interviews for this report, the permissions/restrictions applied to   in the approximately 53 offices was unknown.

Risk Assessment: Unlikely/Medium

Recommendation: It is recommended that IRCC restrict access to the EDW extracts to the least number of staff as possible. Furthermore, it is recommended that once EDW data is extracted and stored in the folder for consumption by IN offices, the data files cannot be modified.

Recommendation: Chinook Experts should be instructed that access to the EDW data extracts via the local   should be 'Read Only' and limited to the least number of people as possible.

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5.5   Limiting Use, Disclosure and Retention

Risk #7: There is a risk that Chinook is a System of Record (SOR) and the daily purging of data files is inconsistent with the retention practices of TR application data. Furthermore, IRCC must consider the

Conversely, in order to comply with a potential

Risk Assessment: Unlikely/Medium

Recommendation: It is recommended that IRCC consult with the Department's Information Management (IM) SMEs to determine if Chinook is transitory information or if it is a SOR.

Recommendation: Assuming there is a need for

Risk #8: There is a risk that Chinook Experts, who are responsible for purging EDW extracts on a daily basis, are not doing so. There has not been audit, or survey conducted, to ensure such purging is being performed.

Risk Assessment: Unlikely/Medium

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Recommendation: Notwithstanding the outcome of Risk #7, it is recommended that IN's awareness material remind Chinook Experts that their _____ should contain only one version of each EDW data extract. Furthermore, IRCC should consider audits or surveys of office _____ to ensure that instruction is being followed. The Chinook governance structure should formalize this awareness and audit capability.

Risk #9: There is a risk that there are multiple copies of Chinook being stored by Officers/Managers in email accounts and local drives. Through this PRA, this risk is present in at least the following areas:

- Officers/Managers create a list of Tasks in Module 1 and populate those Tasks into Module 3 for an Officer to process. The locally saved Excel document/Chinook copy is emailed to the officer and results in a copy of Chinook being saved on multiple local drives and email folders.

- Officers open Chinook and saving it locally, versus opening Chinook it in Read Only, as suggested by Chinook support staff.

- Module 1 can be exported to Excel, where the user will save the file locally for use in GCMS or in Module 2. The risk of Module 1 data is far less than other areas because the data exported to a separate Excel document contains very little personal information, which has minimal sensitivities (e.g. Application Number).

- In Module 4, when decisions are actioned, a separate workbook is created, which is likely saved locally by users.

Furthermore, in the future, as Chinook is used more, there are potential efficiencies in creating multiple copies of certain files. For example, if CN/OSC were to be utilized to action refusal notes/letters again (similar to Project Peacock), multiple versions of Chinook or Chinook data will be required; i,.e. a master spreadsheet will be created and emailed to OSC who will perform actions in GCMS.

Risk Assessment: Likely/Low

Recommendation: It is recommended that Chinook procedures and awareness are issued to staff regarding the creation, retention, and destruction of Chinook versions. Focused procedures and awareness should be placed on the examples provided in the above risk statement.

It is recognized that IRCC may permit the short-term and local storage of Chinook data files. Ultimately, it is recommended that IRCC develop requirements which limit localized versions of Chinook that are kept longer than necessary. Requirements and awareness should support the purging of data files so that hundreds or thousands of Chinook/GCMS data files are not stored throughout shared drives, email accounts, and localized storage devices.

5.6 Accuracy

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s.21(1)(a)

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Chinook PRA; Version 3.0; August 22, 2019

No risks were identified regarding this principle that have not already been identified in another risk; for example, see Risk #1.

5.7 Safeguarding

Risk #10: There is a risk that Module 5   ndicators are not being safeguarded in accordance with Protected/Classified information requirements of IRCC and the Government of Canada. It is noted that the   The criteria of Module 5   have a similar look and feel.

Risk Assessment: Unlikely/High

Recommendation: It is recommended that IN interface with the IRCC DSO and determine the appropriate information security designation for the Module 5   the criteria, justification, and the Officer Instruction).

5.8 Openness

No risks were identified regarding this principle.

5.9 Individual Access

Risk #11: There is a risk that Chinook information will not be released to an individual/requester due to the Module 3 disclaimer, which has not been reviewed and approved by IRCC ATIP.

Risk Assessment: Unlikely/Medium

Recommendation: It is recommended that the following portion of the Module 3 disclaimer is reviewed and approved by ATIP:

5.10 Compliance

No risks were identified regarding this principle.

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Chinook PRA; Version 3.0; August 22, 2019

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6.   MANAGEMENT RISK MITIGATION ACTION PLAN

An Action Plan supporting the mitigation of risks identified in this PRA will be created and managed outside of this deliverable.

7.   SUPPLEMENTARY DOCUMENTS LIST

1.   Chinook Processing Suite One Pager (November 16, 2018)
2.   Innovation Incubator Proposal; Version 3
3.   Chinook Module 1 SOPs
4.   Chinook Decision Maker User Manual
5.   Guidelines: Chinook Module 5 – Creation of Risk Indicators
6.   Risk Tool
7.   Targeted Integrity Risk Exercise (TIRE)
8.   Module 5 Indicator Submission Template
9.
10. Common Risk Impact Scale (CRIS)
11. Common Risk Probability Scale (CRPS)
12. 15 Minute Risk Assessment

Governance Structure
Chinook Module 5: Risk Indicators

Document Change Control

Version	Changed by	Date of Change	Description of Changes
0.1	Integrity Risk Management	November 25, 2020	Initial version – Director approved with some edits; feedback mechanism to be incorporated into next iteration.
0.2	International Network	December 4, 2020	Initial version – Director approved with some edits; disposition comments added for next iteration.
1.0		December 7, 2020	Final version implemented with ATIP Exemption clause added.

Approvals

Business Owner

Name and Title:	Andie DaPonte, Director
Business Unit/Branch:	Optimization & Modernization Division, International Network
Signature:	*e-approval*
Date:	December 4, 2020

Governance

Name and Title:	Nicole Adwokat, Director
Business Unit/Branch:	TR Integrity Management Authority Division, Integrity Risk Management
Signature:	*e-approval*
Date:	November 25, 2020

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Overview

Chinook Module 5 (

of
Chinook. Module 5 is being developed in collaboration between the International Network (IN) who has ownership of the tool, Centralized Network (CN), Domestic Network (DN), Advanced Analytics Solution Centre - Operational Performance and Planning Branch (OPPB) and the Integrity Risk Management Branch (IRM). The Module 5 governance structure provides high-level supplementary information for the Chinook governance document.

Objective

Purpose

The purpose of the governance structure for Module 5 is to define the principles, policies, accountabilities, and the roles and responsibilities in order to enable all stakeholders to deliver on their mandate. The governance structure will also provide information on oversight of the creation and management of indicators in Module 5, including

Expected Outcome

The governance structure will address the risks identified in the Privacy Risk Analysis (PRA) for Module 5 by identifying the approval authority, documentation and safeguarding process for the management of indicators, training on Module 5, as well as how changes to the module are managed. Moving forward, these stakeholders will continue to work collaboratively to review gaps, risks and mitigation measures for the use of indicators in Chinook, as well as explore enhancement to the tool overall.

It is agreed that the governance structure will also continue to evolve based on operational and transformational needs. Should new changes to the governance framework or Chinook tool become necessary, or new membership be identified to support new changes or emerging initiatives, relevant subject matter experts (SMEs) may be included in future working group meetings to discuss and mutually reach consensus on these new changes or initiatives.

Roles and Responsibilities of Stakeholders

Advanced Analytics Solution Centre, Operational Performance and Planning Branch (OPPB)
-
-
-

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Integrity Risk Management (IRM)

-
-
-
-
-
-

International Network (IN)

-
-
-
-
-

Risk Assessment Officers (RAOs):

-
-
-
-
-

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■

IRCC Officers (IN, CN, DN):

■

■

■

Module 5 Working Group:

■   Review and update the Module 5 Governance Structure and related documents

■

■

needed.

■   Review Governance-related concerns and make changes, as needed.

■   Any findings from the Module 5 Working group will be reviewed at the Director level.

Indicator Management

The IN Chinook / Chinook RI (IRCC) mailbox will be used to communicate

When fully established, all documents and information will be made available in GCDocs for all users.

Classification of Information

Information submitted   must be limited to a Protected B classification level or below.   the information should not be submitted for consideration.
Information   will also not be stored in Module 5. This instruction will be clearly indicated in the Indicator Submission Template Instructions, as well as included in all risk related training.

As part of this review, the Lead will assess whether information has been correctly designated. The Lead will not include information in Module 5 that is

s.16(2)(c)

s.21(1)(a)

designation. In the event that the designation of the information is not clear, the Lead will consult with the   , as well as Corporate Security within IRCC, to obtain proper clarification as needed.

Figure 1 – Process Flow

DRAFT - Chinook Monthly Call	s.16(2)(c)
September 11, 2019, 8:00 am – 9:am	s.17
Record of Decision	s.21(1)(a)

Attendance

Malcolm Campbell, Lisa Catana, Trevor Clack, Andie Daponte,   Donna Hickey, Lydia Kedney-Bolduc,   Ryan Pearson

Absent

Davinder Manhas,   Sunil Sanan,

Update on Coding Requirements – Trevor Clack

- Mode 1 - Edmonton reported issues with the module
  One version uses less memory, the other less CPU power.
- Mode 2 –   and will be addressed in the coming days.   and Trevor to discuss offline.
- Mode 3 – Delhi reported Chinook   Malcolm has communicated with Delhi requesting more technical details.
- Mode 6 –

Module 1 – 6 Updates

- Mode 1 –
  - Ankara and Abu Dhabi are working on finalizing a   set and the final package should be ready shortly. Could need some   once ready.
- Mode 2 –
  - Reported that no feedback received with problems/issues.   Ready for World Release TRV pending offline discussion with Trevor on possibly
  - 2 or 3 Webinar Trainings for Mod 2 agreed to be offered to Chinook Area Experts and invite anyone who does pre-assessment.   Tentative Training to take place in Mid-October.   Trevor and   to discuss further.
- Mode 3 –
  - Reported Delhi has issues. (as per above, Trevor will investigate)
  - Mod 3 is working well in the China Network and they are now rolling up a report to be distributed in the network.
- Mode 4 –.
  - No report
- Mod 5 – Mod lead not finalized yet

- o Lisa Catana has

  Meeting scheduled Sept 12 with Lisa C., Analytics and Malcolm C. to review to ensure it looks valid for testing. Lisa informed that

  o Lydia Kedney-Bolduc reported that CN reviewed their risk indicator rules are interested in the training webinar.

- **Mode 6 – Mod lead not finalized yet**

  o ⬚⬚⬚⬚⬚⬚ reported that IN DG, Bruce Scoffield saw a Demo of Mod 6 in Ankara and is quite interested.

  o Andie Daponte asked if using the old version or for the new version of ⬚⬚⬚⬚ Trevor confirmed instructions available and will send the links to Andie for distribution to the team

  o Lydia Kedney-Bolduc informed that CN Risk Assessment Unit has reported and held a Demo for CPC-O on producing reports.

  o Lisa Catana flagged to be aware of what

NHQ Updates – Malcolm Campbell

- **Area Experts** - Now identified for 2019-2020. Agreed by the Members that all Area Experts will be invited to the Chinook Monthly Call going forward as optional attendees.

- **Legal** – NHQ Legal Service contacted IN Chinook and informed that there may be issues with traceability and file retention. Malcolm shared the completed Privacy Risk Assessment (PRA) that was completed in August 22, 2019 that identified 11 Privacy Risk Factor for Chinook. Legal will review the PRA and inform if additional

- **ATIP** – IN Chinook was contacted to complete a Privacy Impact Assessment (PIA) for Chinook to identify the impact of risks. Malcolm worked with ATIP to determine that Chinook will not have to complete a PIA and meet with the Office of the Privacy Commissioner of Canada (OPC) in accordance to the TBS PIA directives. ATIP is in support that a Privacy Risk Assessment (PRA) is to be completed. The PRA is now final and identifies 11 Privacy Risks for Chinook. These risks will be shared to the members. Next steps is creating an Action Plan to list the Mitigating Measures and to create a Best Practises Guidelines.

- **Chinook Outlook Mailbox** – Malcolm informed members that a request to create an Outlook General mailbox for Chinook took place yesterday. He asked members who should have access and how the flow of emails will be actioned. Members agreed that NHQ issues will be addressed by Malcolm Campbell and Donna Hickey and all development/trouble shooting issues will be send to the Mode Lead accordingly with a c.c. to Trevor Clack.

TR Webforms – Malcolm Campbell

- Item covered with the content of the meeting.

Chinook ⬚⬚⬚⬚⬚ in GCMS – Malcolm Campbell

- Malcolm Campbell informed members that on October 23, 2019 a Chinook ⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚

  GCMS will have a ⬚

Trevor mentioned this could be as simple as a request to EDW on updating which Trevor Clack also informed that we could c

Received Channel – Malcolm Campbell

- Malcolm Campbell informed the Dynamic Webform is planned for release in October 2019. Newly identifying changes in reporting the received channel of applications, eg. VAC/Online, with new channel as Portal item. Need to make changes to Mode

- Lisa Catana informed that the Dynamic Webform also has changes to the purpose of visit as well and it will impact Chinook and

Roundtable

- Lisa – has a new role in NHQ Transformation

- Andie – Mode 5 – Would like the REMLs to be involved, to add   included in Data sooner than later

- - 500 characters okay for TRV, may see issues with SP/WP.

- – Small offices should be encouraged to use Mode 1 - Regional Wide Processing – Worksharing

- Malcolm - Chinook update presentation to AD's at the NHQ AD meeting in September 2019.

     - Update on Coding resources :

- – A good way to encourage to use Chinook is for ADs to add PMA Objectives on Chinook implementation with their area MPMs. This was done in China and positive results.

Next Steps

- and Trevor to discuss possible   before roll-out and training.
- Lisa and Malcolm to review   before setting up training webinars
- Andie to share updated Mod 6 with team.
- Donna to add Chinook Area Experts as optional attendees on monthly calls.
- Donna/Malcolm will share new Chinook email once created by IT at NHQ.
- Donna/Malcolm to share Privacy Risk Action Plan once ready.
- Lydia and CN to finalize Module 1 User Manual with ‾ ' before sharing more widely.
- Lydia and CN to comment Module 2 User Manual once ready and one for Module 3.

NEXT Meeting Scheduled – October 09, 2019, 8am – 9am

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RECORD OF DISCUSSION
TELECONFERENCE – IM Guidance for Chinook

#	ITEM	RECORD OF DISCUSSION
DATE: June 22, 2020		
1	**Introduction** Malcolm Campbell	• Provided background and context for the creation/development of Chinook and briefly described how Chinook works by provided a rundown of the different modules and their functions. • Described current state and that ATIP wanted a Privacy Impact Assessment, so did a Privacy Risk Assessment instead. Consultant completed this doc after consulting users. Identified 11 privacy risks/concerns to mitigate with ATIP.
2	**Questions** Derek Dawson (Junior Analyst) Nicholas Diespecker (Information Management Coordinator) Richard Gallo (A/Director)	• Derek asked whether information from Mod 6 ○ Derek informed the participants that • Nicholas asked whether the information is used for both TR ○ Malcolm responded that EDW. Malcolm informed the participants that Journey Lab has • Derek was of the opinion that the information from Chinook could be considered transitory if all of the information is either client-provided or put back into GCMS. If Chinook triggers a change in officer processing, the final output should be indicated somewhere in GCMS otherwise may not be transitory. ○ Richard agreed that it could be considered
3	**Automation & Journey Lab** Malcolm Campbell	• Derek had questions about the Journey Lab and the incorporation of a • Malcolm provided a breakdown of processing: ○ Richard believes that there shouldn't be an issue with this as it more of an automation tool and the core

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		documentation is in GCMS and with the final output in GCMS, that should mitigate the issue.

4	**Module 3**
	Malcolm Campbell
		• Malcolm described Module 3, by stating that it is information that is pulled from GCMS that is client-provided and displays
		
		       ). Malcolm differentiated this from AA, where there is information pulled from different sources and manipulated.
		   ○ Richard stated he believes this to be

5	**Privacy Risk Assessment**
	Malcolm Campbell
		• Malcolm went over concerns highlighted by the Privacy Risk Assessment (PRA).
		   ○ Concern regarding collating data behind the scenes. Malcolm informed participants that historical information (approval rates, refugee claim rates) were removed to mitigate concerns
		   ○ Malcolm elaborated on the concern regarding .
		
		       ■ Derek asked if this can be recreated? Malcolm responded yes, but we don't want to recreate it. Working with LMD currently on this right now. Asked the Journey Lab
		
		       ■ Derek was of the opinion that this may not be transitory, and need to be retained. However, Richard was of the opinion that creating a note should be sufficient.
		   ○ Malcolm informed the group that
		
		       ■ Derek accepted this as a mitigating measure as long as it is reflected in a manner in GCMS.

6	**Decision**	• There was consensus from participants that Chinook is transitory. Richard agreed to sign off and provide this in an email based on an agreement to be written by Derek.

7	**Purging Data**	• Derek and Richard discussed the need for purging transitory records per their disposition period.
		   ○ Richard asked if we can create an automated deletion in the background?
		   ○ Malcolm informed participants that EDW information is deleted after 7 day. He also clarified that as users

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		s.16(2)(c) s.21(1)(a)	abroad are on the GAC network, training and reminders are relied upon. ○ Derek recommended to delete it immediately after the user is done. It is full transitory and can be deleted once processing is done and the usage of Chinook is done. ▪ Richard believed that IM shouldn't micromanage the management of transitory records and that the onus is on the user. He suggested maybe have QA by team lead that this is being done.
8	**Module 6**		• Richard recommend to export these ○ Derek can help with identifying the retention period and where to save in GCDOCS
9	**Action Items**		• Derek to draft an agreement/bullets on what was agreed upon on the call today and Richard will sign this as he has the proper authority • Malcolm to follow-up with Derek regarding the retention of _____ by sending an email to the retention inbox to provide more information and advice will be provided after.

Hickey.Donna

From: Campbell.Malcolm
Sent: July 13, 2020 2:30 PM
To: Diespecker.Nicholas; IM Retention / Retention GI (IRCC); Dawson.Derek
Cc: IN Chinook / Chinook RI (IRCC); Daponte.Andie;

Subject: RE: info - FW: SME IM guidance for Chinook PRA Risks
Attachments: Solicitor-Client Privilege Chinook Opinion CTRs March 6 2020 (006).pdf

Hi Nicholas,

Thanks for confirming our actions will reinforce IM's consensus that our worksheets are transitory in value.

In regards to the '

We are in the midst of working to a consensus on this point below about

thanks
Malcolm

From: Diespecker.Nicholas
Sent: June 26, 2020 1:35 PM
To: Campbell.Malcolm ; IM Retention / Retention GI (IRCC) ; Dawson.Derek
Cc: IN Chinook / Chinook RI (IRCC) ; Ngu.Alexander ; Daponte.Andie
Subject: RE: info - FW: SME IM guidance for Chinook PRA Risks

Good afternoon Malcolm,

It was a pleasure speaking with you earlier this week.

Thank you for your additional information and further confirmation of actions to be taken regarding Chinook such as
                                                            these actions will reinforce the
consensus arrived at that the user interface worksheets are transitory in value.

1

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One question I did have is regarding the _____ that is referenced below in the _____. This may be something to discuss further depending on the outcome.

Thank you and have a nice afternoon,

Nick

Nicholas Diespecker

Information Management Coordinator, Digital Strategy
Immigration, Refugees and Citizenship Canada / Government of Canada
Nicholas.Diespecker@cic.gc.ca / Tel: 613-437-6088

Coordonnateur de la gestion de l'information, Stratégie numérique
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Nicholas.Diespecker@cic.gc.ca / Tél.: 613-437-6088

From: Campbell.Malcolm
Sent: June 24, 2020 3:49 PM
To: IM Retention / Retention GI (IRCC) <IRCC.IMRetention-RetentionGI.IRCC@cic.gc.ca>; Dawson.Derek
<Derek.Dawson@cic.gc.ca>; Diespecker.Nicholas <Nicholas.Diespecker@cic.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Ngu.Alexander
<Alexander.Ngu@cic.gc.ca>; Daponte.Andie <Andie.Daponte@cic.gc.ca>
Subject: RE: info - FW: SME IM guidance for Chinook PRA Risks

Hi Nicholas, Derek,

Thanks again for the meeting on Monday.

1) Looking forward to receiving your written confirmation that our decision maker user interface sheet is considered transitory so we can update our action plan for ATIP.

We confirmed with the Journey Lab that they will

And below is a copy of our disclaimer that each user must click "okay" when using Mod 3. It asks each officer to delete their worksheet on a daily basis. **Please remember to delete your Chinook spreadsheet on a daily basis, and do not save any Chinook data to your desktop or personal drives.**

2

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2) For our quality of decision making module, below is a GCdocs link for a recent webinar we did. You can find more info on Module 6 starting at

It's meant to be used by TR Unit Managers as part of their regular duties to ▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓ in their office and review for areas of improvement or training with officers.

Right now, this task is done on an ad hoc basis using ▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓ and as far as I know, this info is not kept but considered transitory by our overseas offices. But please have a look and advise if your team views it otherwise.

If you have any questions, just let me know.

Thanks
Malcolm

From: IM Retention / Retention GI (IRCC)
Sent: June 16, 2020 10:20 AM
To: Campbell.Malcolm <Malcolm.Campbell@cic.gc.ca>
Subject: RE: info - FW: SME IM guidance for Chinook PRA Risks

Good morning.

Yes, I will set up a meeting for Monday June 22nd.

From: Campbell.Malcolm
Sent: June 16, 2020 9:11 AM
To: IM Retention / Retention GI (IRCC) <IRCC.IMRetention-RetentionGI.IRCC@cic.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Hickey.Donna <Donna.Hickey@cic.gc.ca>; Daponte.Andie <Andie.Daponte@cic.gc.ca>; Manhas.Davinder <Davinder.Manhas@cic.gc.ca>; Diespecker.Nicholas <Nicholas.Diespecker@cic.gc.ca>; Horrocks.Sarah <Sarah.Horrocks@cic.gc.ca>
Subject: RE: info - FW: SME IM guidance for Chinook PRA Risks

Hi Derek, thanks for the quick response.

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Can we do an hour in the afternoon on Monday June 22?

Please invite myself and Donna Hickey as required and Andie Daponte and Davinder Manhas as optional.

Thanks
Malcolm

From: IM Retention / Retention GI (IRCC)
Sent: June 15, 2020 2:48 PM
To: Campbell.Malcolm <Malcolm.Campbell@cic.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Hickey.Donna <Donna.Hickey@cic.gc.ca>; Daponte.Andie <Andie.Daponte@cic.gc.ca>; Manhas.Davinder <Davinder.Manhas@cic.gc.ca>; Diespecker.Nicholas <Nicholas.Diespecker@cic.gc.ca>; IM Retention / Retention GI (IRCC) <IRCC.IMRetention-RetentionGI.IRCC@cic.gc.ca>; Horrocks.Sarah <Sarah.Horrocks@cic.gc.ca>
Subject: RE: info - FW: SME IM guidance for Chinook PRA Risks

Hello,

Our team (IM policy) is best suited to help you with your questions.

We are happy to book a meeting with you, please let us know what time works best.

Derek Dawson

Junior Analyst, Digital Strategy
Immigration, Refugees and Citizenship Canada / Government of Canada
Derek.Dawson@cic.gc.ca / Tel: 613-558-5820

Analyste Subalterne, Stratégie numérique
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Derek.Dawson@cic.gc.ca / Tél.: 613-558-5820

From: Campbell.Malcolm
Sent: June 12, 2020 3:43 PM
To: Diespecker.Nicholas <Nicholas.Diespecker@cic.gc.ca>; IM Retention / Retention GI (IRCC) <IRCC.IMRetention-RetentionGI.IRCC@cic.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Hickey.Donna <Donna.Hickey@cic.gc.ca>; Daponte.Andie <Andie.Daponte@cic.gc.ca>; Manhas.Davinder <Davinder.Manhas@cic.gc.ca>
Subject: RE: info - FW: SME IM guidance for Chinook PRA Risks

Hi Nicholas,

Apologies for the delay in responding.

Chinook is an Excel based tool designed and built by officers and the PRA Donna was referring to was a Privacy Risk Assessment we did for the ATIP division. We're actively going through the privacy risks identified in the PRA doc. One of the privacy risks recommended we consult Info Management on retention of our Module 3 user interface spreadsheets.

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s.23

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The PRA is attached for your reference and the recommended action to consult IM is pasted below and on page 68.

I've included a powerpoint presentation for your reference as well which shows our screenshots. The relevant slides for your team would be slides 8 to 13. Those slides show our 'decision-maker' module 3 where officers can review application information from GCMS more than one application at a time which is currently not a GCMS feature

The Chinook GCMS tab you found on Connexion was probably referring to the TRV Journey Lab's work

, we did manually.

Have a look at the document, and we can set up a teleconference to discuss.

Is next week too early?

Thanks
Malcolm

Risk #7: There is a risk that Chinook is a System of Record (SOR) and the daily purging of data files is inconsistent with the retention practices of TR application data.

Risk Assessment: Unlikely/Medium
Recommendation: It is recommended that IRCC consult with the Department's Information Management (IM) SMEs to determine if Chinook is transitory information or if it is a SOR.

From: Diespecker.Nicholas
Sent: May 11, 2020 9:39 AM
To: Hickey.Donna <Donna.Hickey@cic.gc.ca>
Subject: FW: SME IM guidance for Chinook PRA Risks

Apologies Donna, just forwarding my response below directly to you.

Thanks,

Nick

Nicholas Diespecker

Information Management Coordinator, Digital Strategy
Immigration, Refugees and Citizenship Canada / Government of Canada
Nicholas.Diespecker@cic.gc.ca / Tel: 613-437-6088

Coordonnateur de la gestion de l'information, Stratégie numérique
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Nicholas.Diespecker@cic.gc.ca / Tél.: 613-437-6088

From: Diespecker.Nicholas
Sent: May 11, 2020 9:28 AM
To: IM Helpdesk / Bureau d'aide GI (IRCC)
Cc: IM Retention / Retention GI (IRCC) <IRCC.IMRetention-RetentionGI.IRCC@cic.gc.ca>
Subject: RE: SME IM guidance for Chinook PRA Risks

Good Morning Donna,

Thankyou for your enquiry. May I first please clarify some details with you.

My familiarity with the *Chinook* system is limited to that which I have gleaned from the Intranet. I'm sure that there is a much more detailed definition, but from that initial research I've undertaken, Chinook has a connection to GCMS or is perhaps an application or tab within GCMS that facilitates amongst other things, "the automation of the bulk refusal and processing of *TRV applications*?" I also understand that Chinook assists in areas such as *biometrics*.

These two areas feature extensively within our *Retention Disposition Schedules* (RDS) however specific references to Chinook are not immediately found. In determining the business value of Chinook, we will need further clarification on its role and purpose. If it's for example an application or a system used to in the decision-making process for TRV's, we can link it to the Temporary & Permanent Migration RDS under the Selection & Processing activity (perhaps). This would add weight to the position that information contained within Chinook constitutes a *business record* (System of Record) to IRCC rather than identify the information as being *transitory* in value.

My role within IM Operations is to work with our business clients to apply disposition to records of business value that have met their defined retention periods. Any record of business value thus identified becomes part of a disposition action that IM Operations initiates in conjunction with the client to properly dispose of the records. A listing of the records is generated and a signed authorization to conduct disposition is obtained via our distribution of a *disposition package* for review (and authorization).

Prior to this however, if we can please receive further specifics on activities associated with *Chinook* we can then better determine how the information it gathers or stores aligns with our departmental schedules. To that end, I have copied my colleagues in the **IM Retention Unit** to seek their input and bring them into the discussion. The IM Retention unit are the SME when it comes to confirmation of retention periods and disposition outcomes. Should it be determined that records associated with Chinook have business value, their inclusion on the relevant RDS, would be a discussion to then have with IM Retention to add an activity to the schedule or to identify (Chinook) under an existing activity.

Apologies, can you please confirm if *PRA* is an acronym for Preliminary Risk Assessment perhaps?

We look forward to further discussion and liaison with you and your colleagues.

Thank you,

Nick

Nicholas Diespecker

Information Management Coordinator, Digital Strategy
Immigration, Refugees and Citizenship Canada / Government of Canada
Nicholas.Diespecker@cic.gc.ca / Tel: 613-437-6088

Coordonnateur de la gestion de l'information, Stratégie numérique
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From: IM Helpdesk / Bureau d'aide GI (IRCC)
Sent: May 8, 2020 3:09 PM
To: Diespecker.Nicholas <Nicholas.Diespecker@cic.gc.ca>
Subject: FW: SME IM guidance for Chinook PRA Risks

Nicholas Diespecker

Information Management Coordinator, Digital Strategy
Immigration, Refugees and Citizenship Canada / Government of Canada
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Coordonnateur de la gestion de l'information, Stratégie numérique
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Nicholas.Diespecker@cic.gc.ca / Tél.: 613-437-6088

From: Hickey.Donna
Sent: May 7, 2020 2:03 PM
To: IM Helpdesk / Bureau d'aide GI (IRCC)
Subject: RE: SME IM guidance for Chinook PRA Risks

Chinook has the need to consult with a SME in IM guidance to determine if Chinook is transitory information or if it's a System of Record as recommended by a PRA completed.

I look forward to hearing from a representative to schedule some time to meet in early June.

Thank you.

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: Billard.Sheldon
Sent: May 7, 2020 1:57 PM
To: Hickey.Donna <Donna.Hickey@cic.gc.ca>; Choynowski.Jola <Jola.Choynowski@cic.gc.ca>; Dowsett.Trevor <Trevor.Dowsett@cic.gc.ca>
Cc: IM Helpdesk / Bureau d'aide GI (IRCC)
Subject: RE: SME IM guidance for Chinook PRA Risks

Donna, good afternoon. I hope you're well.

Trevor and Jola (and myself) are IT Security. For discussions with respect to whether or not Chinook data is transitory or not, it is best that you consult with Information Management, rather than Security. They are the SMEs for that topic.

I've copied them on this email, for your convenience.

Thank you.

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s.16(2)(c)

Sheldon Billard

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Sheldon.Billard@cic.gc.ca / Cell & Text: 343-548-5204 / BBME: ⁻⁻°°°°°⁻⁻

Spécialiste principal en sécurité informatique, Secteur de la transformation et des solutions numériques
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Sheldon.Billard@cic.gc.ca / Cell & Text: 343-548-5204 / BBME:

From: Hickey.Donna
Sent: Thursday, May 7, 2020 1:54 PM
To: Choynowski.Jola <Jola.Choynowski@cic.gc.ca>; Dowsett.Trevor <Trevor.Dowsett@cic.gc.ca>
Cc: Billard.Sheldon <Sheldon.Billard@cic.gc.ca>
Subject: RE: SME IM guidance for Chinook PRA Risks

Reaching out if we can schedule this meeting to discuss in early June. If yes then, I will send the appointment.

Thank you.

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: Choynowski.Jola
Sent: December 9, 2019 11:25 AM
To: Hickey.Donna <Donna.Hickey@cic.gc.ca>; Dowsett.Trevor <Trevor.Dowsett@cic.gc.ca>
Cc: Billard.Sheldon <Sheldon.Billard@cic.gc.ca>
Subject: RE: SME IM guidance for Chinook PRA Risks

Yes, Donna, we would definitely like to meet and discuss.
Jola

Jola Choynowski

Manager, IT Security, Policy, Governance and Awareness, IT Operations
Immigration, Refugees and Citizenship Canada / Government of Canada
Jola.Choynowski@cic.gc.ca / Tel: 613-437-6907

, Opérations de TI
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Jola.Choynowski@cic.gc.ca / Tél.: 613-437-6907

From: Hickey.Donna
Sent: December 9, 2019 11:21 AM
To: Dowsett.Trevor <Trevor.Dowsett@cic.gc.ca>; Choynowski.Jola <Jola.Choynowski@cic.gc.ca>
Subject: SME IM guidance for Chinook PRA Risks

Trevor & Jola,

The IN –RIC Chinook Team would like to set up a meeting to discuss and review your SME guidance to an IM risk identified in a PRA completed on Chinook.

It is recommended that IRCC consult with the Department's Information Management (IM) SMEs to determine if Chinook is transitory information or if it is a System of Record.

Please confirm by reply and I will then set up a mutual time to meet.

Thank you for your considerations.

IN-RIC Chinook Team

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

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Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

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Hickey.Donna

From:	Campbell.Malcolm
Sent:	July 14, 2020 7:49 AM
To:	Daponte.Andie
Cc:	IN Chinook / Chinook RI (IRCC)
Subject:	RE: Andie: for your review

I thought we were too. But we are asking them to write to us explaining why we need to attach a blank spreadsheet to affidavits when they don't attach screen shots for GCMS.
Seems petty tit for tat.

From: Daponte.Andie
Sent: July 14, 2020 7:13 AM
To: Campbell.Malcolm
Cc: IN Chinook / Chinook RI (IRCC) ; Campbell.Malcolm
Subject: Re: Andie: for your review
Hey Malcolm,
I thought we were past these arguments, but here we are. I can't think of anything to add but if something does come to mind I will message you.
Andie

From: Campbell.Malcolm
Sent: Monday, July 13, 2020 4:40 PM
To: Daponte.Andie
Cc: IN Chinook / Chinook RI (IRCC); Campbell.Malcolm
Subject: Andie: for your review
Hi Andie, long message, but I need your input by Thursday on my reasons below. Context is provided for your info.
We need to provide written explanation to Legal as to why it is overly burdensome to copy and paste spreadsheet info for each file in GCMS.
Context:
If IRCC   a mitigation strategy

In the context of any

Reasons for not saving Chinook spreadsheets:

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s.21(1)(a)

s.21(1)(b)

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- The request from legal services to save spreadsheets is contrasted to other recommendations we've received from Information Management, IT Operations and ATIP according to their own guidelines and administrative law.
- Information Management came to the consensus in June 2020 that our Mod 3 user interface worksheet is transitory in value, therefore not necessary nor recommended to save or nor to follow a retention period.
    - o They came to this consensus after advising of ' ⸻⸻⸻⸻⸻⸻⸻⸻⸻

    - o They recommended deleting the spreadsheets on a daily basis at the meeting.
- IT Operations/Security does not recommend saving spreadsheets. They indicated in February 2020 that "it is strongly recommended that Chinook have controls in place to prevent users from saving any Protected B data onto their local workstations, portable media, email attachments, etc.
- In the Privacy Risk Assessment document completed for ATIP in August 2019, there were privacy risks noted to saving and having multiple copies of client info stored in various locations across IRCC and GAC networks, etc. and we are following the recommendation noted in Risk # 9 of the PRA document, by asking users to delete their spreadsheet information on a daily basis.
    - o It is recommended that Chinook procedures and awareness are issued to staff regarding the creation, retention, and destruction of Chinook versions. Focused procedures and awareness should be placed on the examples provided in the above risk statement.
    - o It is recognized that IRCC ⸻⸻⸻⸻⸻⸻⸻⸻⸻ Ultimately, it is recommended that IRCC ⸻⸻⸻⸻⸻⸻⸻⸻⸻ Requirements and awareness should support the purging of data files so that hundreds or thousands of Chinook/GCMS data files are not stored throughout shared drives, email accounts, and localized storage devices.
- Practically speaking, saving spreadsheets where all info is stored in GCMS is counter-productive to the purpose of Chinook.
    - o The user interface was built to be able to review application information from more than 1 file at a time.

    - o Example, officers are ⸻⸻⸻

    - o For ⸻⸻ the info is in GCMS, reproducing the info in a more efficient manner ⸻⸻⸻⸻⸻⸻⸻⸻⸻

Anything to add/amend on my reasons?
Thanks,
Malcolm
Malcolm Campbell
Assistant Director | Directeur adjoint
Strategic Planning and Delivery | Planification stratégique et exécution
International Network | Réseau international
Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Government of Canada | Gouvernement du Canada
malcolm.campbell@cic.gc.ca

IN Chinook / Chinook RI (IRCC)

From:	Perry.Tracy
Sent:	October 22, 2021 5:07 PM
To:	'Macdonald, Jonathan'
Cc:	Dunn.Michelle; Piche.Cal
Subject:	RE: Urgent - Article

Good afternoon Jonathan,

My apologies for the delayed response. We needed a little extra time to ensure we provide you with the information you need to respond to your senior management. Here are the answers to your questions.

- Chinook is a tool that IRCC decision-makers use to assist their review of applications. Chinook is comprised of multiple modules and generates an individualised report in an excel spreadsheet, which contains some information populated from the applicant's file in GCMS, and may also contain some additional pieces of information (depending on the module being applied)

  . All of this information was previously available to officers. In one of the modules being applied to Temporary Resident (TR) lines of business, Chinook also generates template refusal notes which Officers then can use and modify when developing reasons for their decision.

- With respect to Temporary Resident applications,

With regards to your question related to - *what privacy analysis was done for this new tool?* – we have the following information to provide:

- ATIP's Privacy team was engaged by the program area in early 2019. Given that the initiative did not constitute a *substantial modification* to the existing way in which personal information is used in processing Temporary Residence applications, it was determined that a full Privacy Impact Assessment (PIA) was not necessary.
- IRCC did conduct a Privacy Risk Assessment (PRA) to assess any privacy risks associated with the use of Chinook.
- The PRA was completed in August 2019 and an Action Plan was developed. This plan is still ongoing, although some risks identified have already been mitigated.
- It is also important to note that legal review did not identify any significant privacy risks associated with the use of Chinook for TR applications.
- Program officials in the Transformation and Digital Services Sector, have advised that Chinook was moved to a cloud platform in spring 2020
- The latest GC compliant security assessment and authorization review was completed in 2021, resulting in an Authority to Operate with conditions; there are no risks associated to the Global Case Management System identified with the Cloud version.
- We will be re-evaluating the associated privacy issues and risks with the deployment of Chinook as it is rolled out in all processing offices and as it is extended to other functionalities.

I hope that this information provides you with the information that you were seeking. Please don't hesitate to get back in touch should you need additional information.

Thanks, and have a great weekend.

Tracy Perry (elle/she/her)
TELEWORK: 343-550-0830
Director, ATIP, Integrated Corporate Business (ICB)
Immigration, Refugees and Citizenship Canada / Government of Canada
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Directrice, AIPRP, Affaires corporatives intégrées (ACI)
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tracy.perry@cic.gc.ca / Tél.: 613-437-7097

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Management
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From: Macdonald, Jonathan
Sent: October 21, 2021 9:19 AM
To: Perry.Tracy <Tracy.Perry@cic.gc.ca>
Cc: Dunn.Michelle <Michelle.Dunn@cic.gc.ca>
Subject: FW: Urgent - Article

UNCLASSIFIED / NON CLASSIFIÉ

Hi Tracy,

I received a question from senior management on what privacy analysis was done for this new tool. Do you have any info on this one?

https://thelogic.co/news/exclusive/internal-ircc-tool-to-speed-processing-of-immigration-applications-raises-concerns-among-lawyers/

Thanks,

Jonathan

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CHINOOK

1		File Management
2		Pre-Assessment
3		Decision Maker
4		Post-Decision
5			
6		Quality Assurance
7		ToolBox

USER GUIDE - Module ❶

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INTRODUCTION

Chinook is a cross-network Temporary Resident (TR) processing suite developed by International Network (IN) – Centralized Network (CN) and Domestic Network (DN), with the support of IT Operations. This modern solution invoked several IRCC talents and stimulated the synergy of the group.

History

Overall goals

Apart from the time saving and the efficiency that Chinook provides, there are the 3 main objectives:
- Replacing various office-specific tools
- Standardizing work sharing procedures
- Streamlining process regardless of processing office

Chinook Success

Overview

Chinook suite consists of six (6) modules with an additional toolbox. It unifies TR Process for the Integrated Network (excluding extensions).

Launch & documentation

Requirements
CHINOOK requires IRCC Professional Laptop or Desktop, Windows & MS Excel up-to-date, your IRCC email and windows password and GCMS account.

Privacy statement
By using **Chinook**, the user recognizes having read IRCC rules of ethics and confidentiality in the training module: ⊕ Protecting and Giving Access to Information at CIC (CC5540). If it is not done yet, we invite you to do it before using **Chinook**.

Access request
Chinook project is managed by the business coordinator (IN). For more information about ask your manager.
→ Any comments, suggestions, thoughts or compliments? Please contact: IN Chinook / Chinook RI (IRCC)

File process flow

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MODULE ① FILE MANAGEMENT

The MOD1 is based on 4 files and allows users to perform:
- File triage management
- File assignment

	The tool itself	Chinook - FMS.**xlsm**	AppWorkloadDB
	The database	AppWorkloadDB.**mdb**	Chinook - FMS
	Data Warehouse	Chinook - Mod 1.**csv** Schema.**ini**	Chinook - Mod 1 · Schema

With Chinook, the Task Manager automatically loads all of the required information into a single Task Manager window. Where applications are ordered by the next task or activity required in the processing continuum for the officer review. Task manager benefits:
- Avoids manual queries in GCMS
- Provides an instant snapshot of office TR Caseload

Initial Setup

A pristine version of Module 1 that has not yet been configured will automatically make its first user into an Administrator. It is recommended that any new setup of the system is performed by one of the users who will have administrator privileges. Setup is performed by officers with administrator permissions.

Click on the **MOD1 File Management**, from Chinook main interface `          `. A macro-enabled Excel file opens: ①**Chinook – FMS.xlsm**. You are invited to click on the ②**Launch button,** then on ③**OK button**.

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Microsoft Excel   ✕

AppWorkloadDB location incorrect. Please choose a new database location.

③   OK

Launch Chinook FMS ②

Check ④ the **box** and to lead Chinook to the new **database location** then save your changes.

Database Path Browser   ✕

Module 1 - Database Configuration

CHINOOK

Setup Database Path

Select the database whose path you wish to change

AppWorkloadDB.mdb

Current Path:

④

⬜ [   ] ...

Save Changes

Microsoft Excel   ✕

The tool requires a restart to display everything properly. Turning off tool now.

⑤   OK

Launch Chinook FMS ⑥

Microsoft Excel   ⑧ ✕

We could not find your username in the database. Please input your GCMS ID Code (ie SS0125). Your Windows Username is mohammed.elmachkour

OK

Cancel

⑦

On the first use, you need to ⑤ **Restart Chinook.** Click the ⑥ **Launch button.** You have to ⑦ **Enter** and ⑧ **Valid** your **GCMS ID**. If you do not have access to GCMS, ask your GCMS access coordinator.

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Setup & Administration

This customizing section contains 3 main tabs: **Data options**, **Admin options** and **Full File List**
In this module, we will focus only on Full File List options.

✍ Data options

Data upload for offices of interests

This part of the program is also managed by officers with administrator permissions. **The first step** consists on downloading the **Mod 1** data set from the **EDW folder** into the designated **Data folder** in the local drive. Here is the link to the Chinook EDW folder.

①**Launch Chinook FMS** button again then ② **Setup & Administration button** to open and finish your setup & administration. ③ **browse** to your warehouse database then upload the file named:
Chinook - Mod 1.csv

④ Upload Data and **⑤ Generate** the list of offices.

⑥ The **process** takes a moment before the office lists are **⑦ populated**.

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Select ⑧ **the offices** you want to upload, click ⑨ **the ADD** button then click ⑩ the next button. The office selection will be saved and appear each time you upload the data in Module 1.

CSV File Detected   ✕

Module 1 - Data Upload for Offices of Interest

Preparing Data... Please Wait   ⑪

Select the office(s) you wish to upload

Abbotsford-Huntingdon Commercial OPS POE
Abu Dhabi
Accra
Aldergrove
Amman
Amtrak - Vancouver
Andover POE
Ankara
Armstrong POE
Atlantic Regional Programs CBSA
BILLY BISHOP TORONTO CITY CENTRE AIRPORT P(
Bangalore

Add

Remove

Accra
Ankara

Generate List of Offices   Next

Microsoft Excel   ✕

⚠ Microsoft Excel is waiting for another application to complete an OLE action.

⑫   OK   This popup may appear several times

Microsoft Excel   ✕

Please make sure the columns in the excel sheet are in the following order: Received Date, Application Number and Language Preference. If you are sure the excel sheet is in this order, please proceed.

⑬   Yes   No

You may have to click the ⑫**OK** button in this popup several times before it disappears when you click ⑬**YES.** It takes a few seconds to ⑭**Upload** the file. The criteria is prepared and the connection to database is established. The data will be fetched from the Excel file.

Progress Indicator   ✕

Module 1 - File Upload

Uploading Application Data and Executing TriageRule, Please wait

⑭

Duplicate Apps Previously Processed

App Number	Rec Date	Placed By	Prior LOR	Old LOR	New LOR

Export List to Excel   Cancel Data Upload   Redo Processed

Before the upload is complete, you have the option to: ⑮ **Merge** new and processed files with applications that are duplicates and have not changed their state in GCMS so that applications pulled previously but not processed will not appear as available in Module 1; ⑯ **Cancel** the upload; and ⑰ **Overwrite** as normal if duplicates are encountered so that applications pulled previously but not processed will appear as available in Module 1.

s.17

s.19(1)

Close the dialogue box when the upload is ⑱ **finished** or ⑲ **Export** the list to Excel.

File assignment to GCMS ID

In this section you will be able to assign applications to your GCMS ID. ①**Launch Chinook FMS** button again. The ②**Task list** will show up. You can ③**clear all fields** or ④ **Workshare** with a ⑤**primary office.**

Precise ⑥**Responsibility**, ⑦**Processing stage** and the ⑧**Identifier language**.

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⑨Select your tasks and the **⑩Number of applications** you want to assign to your **GCMS ID**.
⑪Generate your list. When a **⑫List of application tasks** appears, **⑬open the results** in Excel.

*** NOTES ***

☞ If you return back to the **⑨Task**, you will find that the **⑩Assigned applications** have been deducted from the global list on the shelf meaning that other officers cannot tap into your list.

☞ The activity "**eApps No Match**" contains the files without **group** or some other **missing information.**

☞ You can perform a **⑨Multiple task selection** to grab files from different eApps.

In the Excel file, you can copy-paste the **⑭e-App Misrepresentation code** in GCMS to finish the work.

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Chinook strings the files for you and you do not have to use any tool to make a query string for applications or groups to perform your queries.

*** IMPORTANT ***

Chinook use the **FIFO** (First-In-First-Out) method to select the applications when you assign them to yourself. The tool assigns the oldest applications first (oldest received data) and if there is an application in a group, the other members of the group will be assigned to your GCMS ID as well (they have to be processed together in other Mods)

NEW FEATURES

Module 1 now includes two new filters for Country of Residence (CoR) or Citizenship.

After selecting **Filter**, you will be able to apply the country filter individually to the activities by clicking on the country name and choosing **Select**.

⇲ Admin Options

Manage permissions

This section is managed by the local administrator to customize user's profile.
Put the ①GCMS user name, the ②Permission level, then ③Save or ④Cancel your settings.
Anytime, you can check the ⑤Current user's setup.

Change Rule priority

Select the ①Rule you want to prioritize, Jump by <u>one</u> or by <u>10</u> using the ②Rank organizer buttons.
Check your ③Rule prioritization before you ④Save changes.

Insert, Disable or Enable an Activity

To **create, disable or enable activities**, click on the ❶ **Setup & Administration button**, select ❷**Admin Options** then click on the ❸**Manage Activity [LOB].**

To insert a new activity, navigate to the ❹**Manage Activity tab** and enter the (a) **Responsibility**, (b) **Processing Stage**, (c) **Activity Name**, and (d) and (e) **Activity Description.** (Note: the Activity Description entered will not affect the activity function and can be the same as the Activity Name. Confirm your action by clicking ❺**Insert New Activity** button.

After you insert the new activity, you may receive the following Alert. Select **Ignore** and proceed.

To disable or enable an activity, navigate to the ⑥ **Set Activity Rule tab.** You can then ⑦**Disable** or ⑧**Enable** activities. Click ⑨**Reset Form** if you want to enable all the activities in the right panel.

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Module 1 - Task Editor

Manage Activity | Set Activity Rule | ⑥

Disable Task

eApp
eApp
eApp
eApp
eApp
eApp
eApp
eApp
eApp
eApp
eApp

Disable Selected

Enable Task

eApp
eApp
eApp
eApp
eApp
eApp
Pape
Pape
Pape
Pape
Pape

Enable Selected

⑦   ⑧   ⑨   Reset Form

Country customization

To **customize a country** in the list, click on the ① **Country**, modify ② **GCMS country code** or the **name** then ③ **Save** or **Clear** to return back to the whole list.

Manage Permissions

Change Rule Priority

Insert or Delete Task

Country Customization

Distribution Graph

Database Path

Module 1 - Country Customization ②

Current Countries

Code	Country Name - English	Country Name - French
0	Unknown	Inconnu
1	United Kingdom And Colonies	Royaume-Uni et Colonies
2	England	Angleterre
3	British Citizen	Citoyen Britanniques
4	British Overseas Citizen	Citoyens Britan. à l'étranger
5	British Dependent Ter. Cit	Citoyens- Dépendances Brit
6	Northern Ireland	Irlande du Nord
7	Scotland	Écosse
8	Wales	Galles, Pays De
9	Channel Islands	Anglo-Normandes, Îles
10	British National Overseas	Ressortissants Brit.-étranger
11	Austria	Autriche
12	Belgium	Belgique
13	Luxembourg	Luxembourg
14	Czechoslovakia	Tchécoslovaquie
15	Czech Republic	Tchèque, République
16	Slovak Republic	Slovaque, République
17	Denmark	Danemark
18	Estonia	Estonie
19	Latvia	Lettonie
20	Lithuania	Lituanie
21	Finland	Finlande
22	France	France
24	Germany, Federal Republic Of	Allemagne, Rép. fédérale D'
25	Greece	Grèce
26	Hungary	Hongrie
27	Ireland, Republic Of	Irlande, République d'
28	Italy	Italie

GCMS Country Code
19

Country Name - English
Latvia

Country Name - French
Lettonie

Save
Clear

Distribution graph

In this section you can visualize the chart related to your results.

Database path

Lead Chinook to your database and save your changes. For more details, how to perform this setup, visit the section named ᐟ Initial setup.

⇨ Full File List
Edit Activities & Modify Rules

To edit activities and/or modify rules, Click on the ❶ **Setup & Administration button**, select ❷ **Full File List** tab then **double click** on the ❸ **Task** to edit.

Criteria's can be ❹ **Unassigned** or ❺ **Assigned** to the rule using the Middle Arrows. You can also ❻ **Create a new criteria** or ❼ **Edit/Modify** an existing one. Once completed Click ❽ **SAVE** Button to save changes and close the window.

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Create / Edit criteria

To **⑥ Create a new criteria,** enter the (a) **New criteria name,** a list of (b) **Similar criteria appears.**
Click on (c) ADD button to prepare the (d) **List of new criteria's** to be (e) **Saved**.

To **⑦ Edit/Modify** an existing criteria, lookup for (a) **Key word,** select your (b) **criteria** to (c) **Rename**
it or (d) **Edit the country list**. Verify your (e) **pending changes** before you (f) **Save** or **Cancel**.

Transitioning to Module 1

Module 1 is an inventory management tool for file triage and activity assignment. It replaces the need for various office-specific tools and GCMS queries. Module 1 automatically triages open applications according to the activity that needs to be completed next, and allows users to work on applications generated from a list of activity lines.

Module 1 streamlines the TR process regardless of processing office and allows for standardized work sharing procedures across the network. For Module 1 to correctly triage files into the required activity lines, officers must follow the standard operating procedures.

Transitioning to Module 1 and adjusting office file management procedures may take up-front resources but will deliver on efficiencies and time savings. Offices are encouraged to go through the standard operating procedures laid out in the activity dictionary to understand how each Module 1 activity should be handled in GCMS.

Helpful points to remember:
- Each activity line in Module 1 corresponds to a specific file state and action required in GCMS. Files move from one activity line to another after the required action is completed in GCMS and the file is ready for the subsequent action.
- Module 1 does not use paper file locations, organizations, temporary processing groups or GCMS user IDs for file management. Users should refrain from using these other methods to track files in GCMS, and GCMS assigned to fields must be cleared before setting up Module 1.
- Key file stages and their corresponding eligibility statuses are below. If your office does not follow these statuses, it is recommended that you choose a day to switch over your entire TR inventory accordingly.
- Key activities and their corresponding actions in GCMS for handling correspondence

- , such as by creating or grouping pre-assessment or officer review lines by purpose of visit. However, offices should not deviate from the standard operating procedures and corresponding file states.

Stage	Eligibility Status	Activity
Initial Stage	Null	File preparation activities are underway (e.g., fees, biometrics)
Pre-Assessment	Review Required/Recommend Passed	A program assistant has pre-assessed the file and it is now ready for officer review
Officer Review	Passed/Failed/Recommend Interview	An officer has reviewed the file and made a decision or requested additional items (e.g, documents, verifications)
Post-Decision	Passed/Failed	An officer made a decision on the file and it is now ready for finalization (e.g., passport request, visa printing).

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Specific procedures

Generalities

If you are currently using paper file locations or Organizations to manage your TR inventory, Chinook Taskmaster doesn't care. Those fields are not included in the module. However, Chinook Taskmaster has two rules which may conflict with your current inventory management system:

☞ **Applications in permanent groups are kept together**
☞ **Applications that have a value in the Assigned To field can only be pulled by that person**

Make sure that the **Assigned To field** is used sparingly; it should only be used when one specific person should perform the next task. It should not be used for routine file distribution or other tracking purposes.

☞ Ensure that GCMS IDs are removed from the field when you are finished with the task.

Close also **Temporary Processing groups** when you are done with them. There is an activity line in Module 1, *Temporary Groups Open Ready for Review,* to assist with inventory cleanup.

You are encouraged to perform a cleanup of **Assigned To** and obsolete **temporary groups** before using Chinook Taskmaster. If you don't, you may see unexpected results.

Chinook Taskmaster includes a **No Match** activity. Applications in this list do not match any activity, and are therefore off the rails or exceptional. A best practice is to include a quality control in your process, to review applications into the **No Match** activity, and provide feedback on correct file management.

Work-Sharing Procedures

You may be sharing or helping with some part of a **TR caseload** with another office. In this arrangement, the **Primary Office** remains that of the office primarily responsible for the caseload. Shared applications are processed by users **in the other office** with a GCMS role in the Primary Office. These SOPs do not apply to applications that are transferred to another office.

Work-sharing offices should ensure that they are using centralized data pulls for their own office and their workshare offices. The other office should be a secondary office on the applications. If not, you will need to perform a workaround (see below).

If you are working on caseloads for multiple primary offices, you can load the daily data for those offices and then use the Primary Office filter to select different workshare offices in the Taskmaster.

Secondary Office workaround

Use these workarounds if the other office is not a secondary office.

1. If you have a role in the secondary office, you can transfer the applications to the secondary office and then using your secondary office role, transfer them back to the primary office. This will set the other office as secondary on the applications.
2. Alternatively, do not set the other office as a secondary office; instead, you will assign the applications to individual users in the other office.

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Primary Office

Pull applications in **Taskmaster** for the activity that you wish to share with the work-sharing office.

If the other office <u>**is a secondary office**</u>:

1. Query for the applications in GCMS under IMM > TR
2. Use Change Records to set the "**Assigned To**" to the **RC code** of the other office (e.g.

If the other office <u>**is not a secondary office**</u>:

1. Query for the applications in GCMS under IMM>TR
2. Use Change Records to set the "**Assigned To**" to the **GCMS User ID** of the intended user

Other Office

Use the Work-sharing **RC Code/ Assigned to toggle** to find applications assigned to your **office** or **User ID**.

Appendix 1: Module 1 Correspondence Handling

What's missing	Item	Conditions	Eligibility status when Outgoing Correspondence sent:	Eligibility status when Item Requested provided:	Incoming Correspondence Requested Item status when provided:
Pre-eligibility					
Fees	Outgoing Correspondence Request Letter, Requested Item Payment Receipt	Fees are Outstanding	Null	Null or Review Required if file check done	Change to Received
Screening documents	Outgoing Correspondence Request Letter, Requested Item varies		Null	Null or Review Required if file check done	Change to Received
Any other documents except CAQ or Parental Consent	Outgoing Correspondence Request Letter, Requested Item varies	none	Recommend Interview	Null or Review Required if file check done	Change to Received
CAQ or Parental Consent	Outgoing Correspondence Request Letter, Requested Item is any of 'CAQ', 'Parent Consent Letter', 'Custodianship Decl. IMM5646', 'Parent Authorization to Travel'	none	Review Required	Do not change, and do not assign	Change to Received
Eligibility					
Any documents except CAQ or Parental Consent	Outgoing Correspondence Request Letter, Requested Item varies	none	Recommend Interview	Recommend Interview and assign to requester	Keep at Provided
Post-Eligibility					
CAQ or Parental Consent	Outgoing Correspondence Request Letter, Requested Item is any of 'CAQ', 'Parent Consent	none	Passed	Passed	Change to Received

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Letter', 'Custodianship Decl. IMM5646', 'Parent Authorization to Travel'					

Medical

Procedural Fairness Response	Outgoing Correspondence Item Procedural Fairness Letter, Requested Item varies	Medical is Failed	Any	Any and assign to requester	Keep at Provided

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MODULE 3: Decision Maker Module

USER MANUAL v.3

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Revision History

Draft Version	Description	Date	Author
Draft v0	Description and detailed instructions of how to use new Chinook + and GCMS Chinook Tab (Stage 2 of Rollout)	27FEB2020	Lisa Catana
v1	Amendments to Biometrics Logic	10MAR2020	
v2	Amendments to Logic Inclusion of SP/WP/EXT functionality	27APR2020	Lisa Catana
v3	Update to screenshots and functionality for Mod 3 – excludes Chinook+/Chinook Tab	16JUN2020	Lisa Catana

Contact

For any questions and/or comments relating to Chinook please contact the Chinook mailbox at
IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca

What is Module 3 – Decision Maker Module?

The Module 3 - Decision Maker Module is a tool that aims to increase the quantity of decisions that an officer can make on any given day as well as improve the quality of those decisions. Increased efficiency is gained by bringing a range of pertinent information required for making decisions together in one place where it can be reviewed easily and effectively. Module 3 is organized in such a way that efficiencies of scale can be produced by processing like cases together and facilitating grouping in the finalization process.

Set up and get started

Setting up your workstation	1. For best results, organize workstation so that you have one monitor in a landscape orientation (to be used with Chinook) and your other in Portrait (to be used for GCMS).
Set-up for Chinook Module 3	2. Open *Chinook – Module 3 – Viewer.xlsb* 3. Read the Disclosure dialogue box and click *OK*

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4. **Enter your GCMS ID:** When prompted, enter your GCMS ID

Data Path

5.

6.

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Using the Settings button

7. Click on the *Settings* icon, on the left hand tools menu.

8. Basic Setup Tab :: User Info

9.

10.

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**Using the
Settings
button
(continued)**

•

•

•

•

•

11. **Column Setup Tab:** Use the checkboxes to customize the Module 3 columns displayed. Unchecking a box will hide that column from view.
    • Ex. If your office does not conduct pre-assessment, hide this field to save space on your screen.

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Progress Bar and Hot Keys

12. **Progress Bar:** On the left hand side of the Module 3 worksheet, there is a progress bar for users to easily see the number of applications entered into the tool, and how many have been actioned. The progress bar will update as you complete the Action column for any application.

Progress
Bar

0
of
7

13. **Navigation:** As Chinook is an Excel based tool, you can use hot-keys in Excel to facilitate navigation. The Chinook Decision Maker Module has various hotkeys built in to limit the user's need to use the mouse. Hotkeys options are indicated by underlining a letter on the button/action.

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See below for some examples:

Hot Key	Function
Home/Debut	Will return your viewer back to Column F.
ALT+D	Open Display Popup
ALT+L	Launch Action List
ALT +S	Launch Input Apps Window

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Inputting & Reviewing Applications in Module 3

Inputting Apps

1. **Input Applications**
   - To input applications, click the *Input Apps* button on the left hand Tool Menu.

   - A warning message will pop-up advising that any filters/sorting currently used on the Module 3 sheet will be cleared. Click *Yes* to proceed.

   Module 3+ - Decision Maker

   ❓ You may have Filters and/or Sorting enabled these will be cleared to proceed! Do you wish to proceed?

   [Yes]   [No]

   - Enter Application numbers and/or Group numbers in the Input Apps window when prompted. Click *Input Applications* when complete.

   NOTE: If you enter both Group and Applications numbers, the group numbers will be pasted in first to the tool, then the application numbers.

   Input Apps

   Enter Application and/or Group Numbers below:

   S11111111
   V22222222
   W33333333

   [Input Applications]   [Close]

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Inputting Apps (continued)

- Once applications entered, the tool will advise that is about to retrieve the data and may appear unresponsive. Click Yes and wait for the data to be populated for the applications entered.

- You can monitor the status of the data upload in the bottom left-hand corner of the Excel screen.

Reviewing Applications

2. Each row in Module 3 will display the relevant information for the application. Use the scrollbar in the bottom right corner of the workbook to see more info.

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**Reviewing
Applications
(continued)**

- **Client & Application Information**: All the info under the **Client & Application Info** section is presented just as the client has declared in their application forms.

- **Activity & Employer/School/Facility:** The default will display the client's stated activities in reverse chronological order. To view all declared employment/education history simply click anywhere in the cell to expand to full view.

Activity & Employer/School/Facility

2018/08 to 2019/12 - SELF EMPLOYED @ ████████████ LIMITED -

2010/09 to 2016/05 - Student / Étudiant @ ██████████████

2018/04 to ####/## - Business Owner (Car Rentals) @ ██████
████████████████ - Trinidad and Tobago ████████

2016/11 to ####/## - Operational Manager @ ████████████
████████████████ - Trinidad and Tobago ████████

2013/01 to 2016/06 - Student / Étudiant @ ██████████████
████████ Nigeria (Ekpoma, Edo state, Nigeria) - [### -

StatQs (positive answer)

TR **2014/06** : Have you ever been

TR **2014/06** : Have you ever been

TR **2014/06** : Have you ever been

TR 2014/06 : Have you ever been
refused a visa or permit, denied entry
or ordered to leave Canada or any
other country?
Add Details: 2b: 2b)

- **Previous GCMS History:**

Reviewing Applications (continued

Sorting & Filtering

3. There are a number of ways use simple Excel functions to help organize the applications and the data in Module 3 using the Sort/Filter drop-down button on each column.

4. **Sorting**:
   - *Sort A to Z or Sort Z to A:* These will sort the list of data in alphabetical order or reverse alphabetical order.

   -

Sorting & Filtering (continued)

- *Multilayered Sort:* To combine different elements, click the down arrow and select "Sort by Color" (even if there are no colors) and then click "Custom Sort". This will provide options to run a multilayered sort first sorting by one column, and then another within that initial sort.

NOTE: Be careful when sorting and filtering that you don't accidently split groups (by applying filters that do not apply to all members of that group).

5. Filtering:

- *Filter checkboxes:* Use the checkboxes to filter your list. For example for the Citizenship column, you can restrict view to only applications of the same country.

Sorting & Filtering Continued)

	Sort A to Z
	Sort Z to A
	Sort by Color ▸
	Clear Filter From "Activity & Employ..."
	Filter by Color ▸

Search 🔍

- ☑ (Select All)
- ☑ 1980/08 to 2012/07 -
- ☑ 1983/07 to ####/##
- ☑ 2003/01 to 2013/01 -
- ☑ 2008/12 to ####/##
- ☑ 2011/08 to 2014/05 -
- ☑ 2014/03 to 2016/03 -
- ☑ 2016/01 to 2016/04 -
- ☑ 2016/12 to 2020/01 -

OK   Cancel

Equals...
Does Not Equal...
Begins With...
Ends With...
Does Not Contain...
Custom Filter...

▾ Purpose of Visit Info   ▾   ▾ Self Declared Tr

2016/01 to 2016/04 - Student / Étudiant @

Custom AutoFilter   ?   ✕

Show rows where:
Activity _Employer/School/Facility

○ And   ● Or

Use ? to represent any single character
Use * to represent any series of characters

OK   Cancel

Finalizing Applications in Chinook

Using the Action Column

1. The Action column is where to indicate the intended action/decision to be taken for each application. Review the application and the information provided in Chinook. When you've determined what action is needed, click on *Action* column cell corresponding to the application.

2. **Hover over feature:** Hover over any cell in the Action column to quickly view the notes entered for an application.

3. **Working Note:** This field can be used as an electronic "post-it note" to mark any particular or special action required on an application. The working note DOES NOT get included as part of the note to be copied into the Notes tab. It is only for reference. For example, as you review the application and had concerns of the client's employment, you could enter a working note stating "review employment documents" as a reminder.

4. **To enter an action for a single application**: Highlight the Action cell corresponding to an application to launch the Action Window.

5. **To enter an action for a multiple applications:** In the Action column, highlight multiple cells for the corresponding applications to launch the Action Window then enter in the desired action and click Save Action & Notes.

Using the Action Column (continued)

Alternatively, enter the action on a single application, then click hold down the Action cell and drag across all the application for which you want the action to apply.

6. **Approvals**: You will be presented with the following Action Window.
    - Click the *Approval* checkbox.
    - Ensure the correct line of business is selected from the drop-down menu.
    - Once your desired actions have been entered *click Save Action & Notes*

7. **Refusals:** You will be presented with the following Action Window.
    - Click the *Refusal* checkbox.
    - Ensure the correct line of business is selected from the drop-down menu.
    - *Edit Deactivated:* This button will activate the edit function for each refusal ground. Select it before you enter your refusal grounds, and it will allow you to edit each ground separately.
    - *Refusal Reasons*: Check the boxes that correspond to your refusal grounds.
    - *Refusal Note Generator*: For each refusal ground selected, a corresponding line will be added to the refusal note. For certain refusal grounds, multiple options will be available, and you will be prompted to amend the text to reflect your application.
    - Once your desired actions have been entered *click Save Action & Notes*

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Using the Action Column (continued)

8. **Other:** You will be presented with the following Action Window.
    - Click the *Other* checkbox.
    - Ensure the correct line of business is selected from the drop-down menu.
    - Once your desired actions have been entered *click Save Action & Notes*

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Using the Action Column (continued)

9. **Withdrawal:** You will be presented with the following Action Window.
   - Click the *Other* checkbox.
   - Ensure the correct line of business is selected from the drop-down menu.
   - Once your desired actions have been entered *click Save Action & Notes*

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Creating Action Lists

Using the Action List Button

1. After completing review of applications and entering intended actions – click the *Action List* button. This will compile a series of application lists and query strings to facilitate batch processing in GCMS. Any working notes that you have indicated will also be carried over to the lists. A separate list will be created for each Action as follows:
   - Approvals
   - Withdrawals
   - Other (one list for each group of applications with the same action)
   - Refusals (one list for each group of applications with the same refusal grounds)
   - No Action: list of files where no action was indicated

2. After clicking the **Action list button**, a pop-up will appear to confirm if you would like to have the applications removed from the Decision Maker module.
   - Click *YES* to keep all applications listed in your Module 3 session
   - Click *NO* to remove the completed applications from your Module 3 session.

   MODULE 3 - Decision Maker ✕

   ? Do you want to clear all the Applications with an associated action from the Viewer?

   | Yes | No |

3. Once you have clicked either *YES* or *NO*, the following pop-up will appear to inform you that the actions lists have been created. Click *OK*

   MODULE 3 - Decision Maker ✕

   ℹ \\nhq.ci.gc.ca\users\L\Lisa.Catana\Documents\Chinook_Action List_2020-07-03_1-39-40 PM.xlsm
   Action List was created!

   | OK |

4. A new worksheet will automatically open for the action lists. Each tab of the worksheet will represent a different action:

   | Other-1 | Approval | Refusal-1 | Refusal-2 | Withdrawal | No Action |

Using Action Lists with GCMS

Action List Overview

1.

Approval or Withdrawal Action Lists

2.

3.

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Refusal
Action Lists

4.

5.

6.

7.

Other
Action Lists

8.

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**Other
Action Lists
(continued)**

Autosave Feature

Retrieving Autosaved Action List

Chinook Module 3 generates and saves automatically an Action List every 15 minutes in the user's temporary folder. This feature was developed to avoid losing all the work done in the event of an unexpected crash.

To retrieve the autosaved Action List, open your user temporary folder by typing %temp% in a "Windows Explorer" window and pressing "Enter":

Then look for the file "Chinook_ActionList_AutoSave.xlsm" and open it.

Once the file is opened, you will see the actions that you had already entered in the "Action" column at the time the last autosave was done. You can then use the file lists to enter your decisions in GCMS and to keep working in Module 3.

Note that this file is replaced every time it is saved, every 15 minutes. That means that if you want to keep a copy of the files as they were after a crash, you will need to save it in another location.

Best Practices for Paper Applications

Processing Paper Applications in Chinook	1.
	2.
	3.
	4.
	5.

CHINOOK

1	File Management
2	Pre-Assessment
3	Decision Maker
4	Post-Decision
5	Defender/Application Management	Automation Templates
6	Quality Assurance
7	ToolBox

USER's GUIDE - Module ②

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INTRODUCTION

Chinook is a cross-network Temporary Resident (TR) processing suite developed by International Network (IN) – Centralized Network (CN) and Domestic Network (DN), with the support of IT Operations. This modern solution invoked several IRCC talents and stimulated the synergy of the group. The project is managed by (IN) and the tool itself is developed and managed by (CN).

History

Overall goals

Apart from the time saving and the efficiency that chinook provides, here are the 3 main objectives:

- Replacing various office-specific tools
- Standardizing work sharing procedures
- Streamlining process regardless of processing office

Chinook Success

A3244685_200-000200

Overview / Splash Page   s.16(2)(c)

Chinook suite   consists of   **modules** with an additional **toolbox**. It unifies (**TR**) Process for the Integrated Network (excluding extensions).

File process flow

Launch & documentation

→ Requirements
CHINOOK requires IRCC Professional Laptop or Desktop, Windows & MsExcel up-to-date, your IRCC email and windows password and GCMS account.

→ Privacy statement
By using **Chinook**, the user recognizes having read IRCC rules of ethics and confidentiality in the training module: Protecting and Giving Access to Information at CIC (CC5540). If it is not done yet, we invite you to do it before using **Chinook**.

→ Access request
Chinook project is managed by the business coordinator (IN). The development of the tool is managed by the (CN) experts. For more information about ask your manager.

→ Any comments, suggestions, thoughts or compliments? Please contact: IN Chinook mailbox

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MODULE ② PRE-ASSESSMENT

The Module2 is focused on value added information promoting **standardization, objectivity, transparency** and **intelligibility.** This module leads the pre-assessors trough an intuitive process to perform and satisfy clear expectations. Flexibility and customizable is built in through multiple dropdowns that can be filled to meet specific needs for each mission. There are also free text fields to provide maximum flexibility.

1. LINKS BETWEEN MOD#2, GCMS & OTHER MODULES

- From current data pulls for Chinook Mod3
- Mod2 output to GCMS must be via *Pre-Assessment Notes* field (previously was via *Travel itinerary* and this practice has been discontinued in March 2020)
- Mod3 already pulls *Pre-Assessment Notes* field
  - o Delay of up to 12 hours for the data to be included in the next Mod3 data pull

GCMS ⊗

2. MODULE 2 SETUP

2.1 Ensuring the link via   works

If you have a previous version of Mod2, you need to do following steps first to ensure the link via the
works:

1. Go back to your **MOD2 folder**
2. Rename your <u>old file</u> "**Chinook – Mod2**" to "**Chinook – Mod2 v.x.x.x**"
3. Rename your "**Chinook – Mod2_new version**" to "**Chinook – Mod2**" to keep the same original name of the Module2
4. Doing so, we ensure your **Chinook**   will <u>call the right file</u> and refer to the <u>new version</u>
5. Right click on the new version (actually named "**Chinook – Mod2**"), and select "**Properties**" then customize to "**Read only**".

2.2 How to set up Chinook Mod2?

To set up Chinook Mod2, the first user will follow following steps:

1. Go to <u>Here</u> GCDocs Chinook Mod2 folder and download the latest version
2. Place the downloaded file under **your MOD2 folder** (your previous version location)
3. Rename the new version "Chinook – Mod 2" (or what makes sense for your office) AND follow the instructions to ensure the link via the   works as detailed above
4. Open the document and click on "**Pre-Assess Applications**"
5. As first user, you will need to provide your **GCMS ID**. By default, the first user is granted Admin privileges.

6. Click the ① **Wheel button**. You will have to skip an error ② **Message.** The setup is composed of three different tabs (see Picture 02 below)

7. Select your region and folder where all your Chinook data is stored (see Picture 02)

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8. Save and close the document.

If you are installing the pre-assessment module for the first time at your office, it is suggested that you re-open Mod2 and start customizing the pre-assessment settings. Customization functions will be covered in details in Section 2.2 below.

2.3 How to Update a Version & Import Custom Settings?

1. Click on ④**Import Custom Settings** button and browse to select your "**Chinook – Mod2_old version**"
2. Ignore the "**Warning** " message and Click "**Yes**" to continue when "**Importing Custom Setting**" is done. Select your ①**Region** and the ②**Data source** location in your **{I} drive**
3. Exit from the setting windows and the pre-assessment window. Now you can **Save the Excel document** and **close it**
4. Open **Chinook** click on "**MOD2# Pre-Assessment**" and make sure you work with **the latest version.**

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3. CUSTOMIZATION

3.1 Customization: User privileges

The **first** user to open and save a new release becomes an **administrator** by default

When you click ⑤**Manage Permissions** (see Picture 02), all current users with their GCMS ID and permission levels will be displayed. Only when you have Admin privileges, you can add, modify, or remove users.

To add users, click "**Add User**". You will need to enter "**SIGNET Login Name**", "**GCMS User ID**" and "**Account Type**" (meaning level of privilege, either User or Admin). Click "**Save**" after filling all information. You can modify user's information by selecting an entry -> click "**Edit User**"/ "**Remove User**". To sort users, click on the down arrow next to the criteria you want to sort by. Finally, save the Excel document.

3.2 Customization: LICO (updating LICO table yearly)

Click ③**LICO table** (see Picture 02) (**to be updated yearly**) and follow following steps in GCMS:

(A) **Site Map** ››› (B) **Sponsor Tables** ››› (C) **LICO Table** ››› (D) **Sort by LICO year** (recent to old)

››› (E) **Active** Status & **Current** year ››› (F) **Copy-Paste** values in the **LICO table.**

3.3 Customization: Line of Businesses

The current Chinook version manages **11 Lines of businesses (LoBs)**. An application is automatically associated with one LoB based on available GCMS information via **Application Category** & **Counterfoil Category fields.** The **CUS LoB** uses a special program field. Each of the 11 LoBs are customizable to the level of pre-assessment your office requires for its specific caseloads. There are two action buttons, either to **❶Assign** or **❷Preview** the blocks.

3.4 Assign Blocks

Select a Block from the (a) Available list and click the correct arrow to (b) Add, Remove (from) or Rank it in the (c) Selected Blocks. You may want to (d) Set to default then (e) Accept or Cancel your changes. Anytime, you can click Show Template button to display the result.

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3.5 Preview Blocks

A block means a group of fields that can be subdivided into sub-blocks. A block is composed of fields (free text, checkboxes or dropdown lists) to lead you through an intuitive pre-assessment process.

Mod2 contains **31** different blocks. While some are specifically applicable to one LoB, others are generic and applicable to many.

Example: "**Family in Canada**" block is intended for SPs, but can be useful for any LoBs.

3.6 Customization: Blocks

The current working version has **31 blocks**. Each one contains a (A) **Block name**, a (B) **Preview** button, and may have also (C) **Customizable items.** There are 17 customizable blocks having a total of 37 customizable items.

4 START PRE-ASSESSING

4.1 How to start pre-assessing

From the Splash-page, click on ❶ "**Pre-Assessment**" -> ❷ "**Pre-Assess Applications**", then a window with two tabs will pop up.

4.2 Abbreviations Tab

This tab is where you can find a list of most abbreviations that are used in the tool. Limited to 1000 characters, abbreviations in Chinook are balanced between full words, first letters and abbreviations. Below are the main abbreviations:

- **BC** : Birth Certificate
- **CoR** : Country of Residence
- **DEST.** : Destination
- **DTLS** : Details
- **HOF** : Head of Family
- **IELTS** : International English Language Testing System
- **INV. LTR** : Invitation Letter
- **LICO** : Low Income Cut-Off
- **LoB** : Line of Business
- **MED INS**. : Medical Insurance

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- **N-ACC**   : Non-Accompanying
- **PA**   : Principal Applicant
- **PoV**   : Purpose of Visit
- **PPT**   : Passport
- **REL**.   : Relationship
- **REQS**   : Requirements
- **RET.**   : Returning
- **REV.**   : Review
- **TH**   : Travel history
- **VU**   : Valid Until

4.3 Enter Group# or App# List Tab:

This tab is where users can copy and paste their application list. Up to 25 application numbers can be pasted at a time. To start pre-assessing, ③**Clear** the existing list or **Paste** your Application list in the ④**free field,** then specify if you want to show up the files ⑤**by received date** or **by the order** you pasted them before clicking ⑥**Assess** button.

Note that current, only application numbers can be pasted in. (Group# will not work)

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4.4 Pre-assessment block & Notes

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4.5 Pre-assessment blocks

The first section ① of the pre-assessment viewport is automatically filled with contextual data. This comes from the Mod3 data pull and would not appear if you are using Mod2 as a standalone tool. (as in example above) Only "**Override Category**" field can be modified by pre-assessors by selecting a new LoB in the dropdown, ③[1].

The second section ② is the pre-assessment section which is based on **Common** and **specific blocks** depending on the specific ③ **LOB** and your mission's customizations. The pre-assessment process is filling in all blocks in the pre-assessment viewport with information from either paper or electronic files.

No extra data pull: No extra data pull is required to use the pre-assessment module. To maximize its efficiency, it is recommended to at least maintain data used by Mod3 up-to-date. Mod2 uses some of Mod3 data to populate the contextual display's information and to determine if a pre-assessment block is relevant or not based on specific customization.

Mod2 does not talk to GCMS. Users have to use Mod2 alongside with GCMS.

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[1] In addition of being essential when the tool is used as a standalone, this is useful in situations such as when a CUS case is not pre-identified or a returning student using V-1 coding instead of S-1 or any other situations in which the data on file does not prompt appropriate LoB blocks for pre-assessment.

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4.6 Generate Notes

After ● **Generate Notes** button is clicked, the blocks will turn into a darker grey color, which helps quickly distinguish completed blocks from incomplete ones. To continue modifying blocks' contents, pre-assessors can always close the "**Pre-Assessment Notes**" window (see Picture 04), make necessary modification(s), and click "**Generate Notes**" again when ready.

If a block was entirely left blank, an alert message will appear after clicking the "**Generate Notes**" button. Also, if a field is left blank in a block, it will be indicated as "*Not Pre-assessed*" in the notes. In these cases, pre-assessors need to go back to the pre-assessment window and complete all the blocks before carrying on next steps.

4.7 Note String vs MOD3 Preview

After clicking the "**Generate Notes**" button, pre-assessment notes are displayed in two ways that are both editable. The ●**Note String** (see Picture 04) is to be copied into the "**Pre-Assessment Notes**" filed in GCMS (see Picture 01). This part contains pipes that are used to tell Module 3 how to display the note. Each pipe is translated by MOD3 as an indicator to start a new line. The ●**MOD3 Preview** is how the note will be displayed in MOD3. If the note is over 1000 characters, the *Pre-Assessment Notes* field in GCMS will cut the note at 1000 characters. Therefore, users should use the *MOD3 Preview* note should be copied into GCMS Notes. The best practice would be to mention "*See GCMS Notes*" in the "**Pre-Assessment Notes**" field, so the decision maker knows the pre-assessment has been completed and is available in the GCMS Notes.

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4.8 Character count

If ③ **Character Count** is greater than 1000, the window will turn red (Picture 04) to signal that the notes are not compatible with the field in GCMS. If the generated notes are still copied, any characters beyond the 1000 threshold will be cut.

Anytime, you can view abbreviations by clicking ④**Abbreviations** or copy notes by using ⑤**Copy to Clipboard** or ⑥**Copy GCMS Notes** button.

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5.1 GENERAL INFORMATION BLOCKS

5.1.1 Who is the Applicant?

Purpose: to identify what an applicant's relationship with other members of a group application is. The "**Other Desc.**" field turns from grey to white if "**Othe**r" is selected to prompt user to provide further information.

LoB Default: This block is set as default for all 11 LoBs.

Customization(s):

1. By default, this block is only displayed to users if an application is part of a group. Admin users can change the setting by unchecking ❷**Display Customization** box.
2. ❶**Customize list** can contain up to 25 choices. The "**Other**" option is mandatory as it is linked to the "**Other Desc.**" field.

5.1.2   Immigration Status in Country of Residence

Purpose: to provide details regarding third country national applicants' immigration status and immigration documents' validity.

LoB Defaults: This block is set as default for all 11 LoBs.

Customization(s):

1. By default, this block is only displayed to users if an applicant's country of residence (CoR) is different from his/her country of birth (CoB). Admin users can change the setting by unchecking **②Display Customization** box.
2. **①Customize** list can contain up to 25 choices in total. The "**Validity date**" field is prompted only for the status options where the "**Validity date Required**" is checked

Tip → To add an extra level of information, you can create sub-categories, for example, expanding PR to PR-FC1, PR-FC2, PR-E, etc.

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5.1.3

Comments

Travel History

Customize list of: Travel History ✕

Save Changes

Close

Set to default

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5.1.4   Purpose of Visit

Purpose: to provide information regarding an applicant's purpose of visit in Canada. The "**Other Desc.**" field turns from grey to white if "**Other**" is selected to prompt user to give more information

LoB Defaults: Applicable to most LoBs.

Customization(s): ❶**Customize list** can contain up to 25 choices. The "**Other**" option is mandatory as it is linked to the "**Other Desc.**" field.

Tip ➔ Create sub-categories choices if a higher level of details would be useful to the decision makers in your office, for instance, specific levels of study for SP applications.

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5.1.5   Family Items

Purpose: to cover possible requirements associated with minor travelling to Canada. This block is non-mandatory. As not all situations would require the information presented in the block to be pre-assessed, it will not generate an alert message when left blank. Instructions should be provided to ensure the information is pre-assessed when warranted. "**Student Guardianship Declaration**" block is specific and made available only for minor SP applications.

LoB Defaults: Applicable to some LoBs.

Customization(s): By default, for the LoBs in which the block is assigned, the "**Family Items**" will be prompted for pre-assessment only based on the age limit of 16 and below. You can un-check the box for the block to always be prompted regardless of the age, and you can set a different age limit.

5.1.6   Family in Canada

Purpose:

LoB Defaults: Applicable to some LoBs.

Customization(s): Two fields are customizable. ❶**Customize list of Family in Canada** can contain up to 24 choices in addition to the mandatory "**Other**" field that is used to trigger the "**Other Desc.**" text box. In ❷, "**Family UCI Status**" is also customizable with up to 25 choices, and for each choice, you can determine whether or not "**Validity Date**" should be pre-assessed.

5.1.7   Police Certificate

Purpose: to provide information on the Police certificate requirement.

LoB Defaults: Applicable to some LoBs.

Customization(s): The dropdown is customizable and can contain up to 25 choices. For each choice, you can customize to make "**Comments**" text box available or not. If the "**Comments**" box is left blank, it will not be mentioned as "*Not pre-assessed*" in the notes.

5.1.8 Additional Information

Purpose: This block is non-mandatory. When left blank, no alert message will appear and no "*Not pre-assessed*" remark will appear in the notes. The "**Other Relevant Info**" field is an ultimate flexibility and

LoB Defaults: Applicable to all LoBs.

Customization(s): No customization options are available for this block.

Additional Information

| Other Relevant Info | Additional info that was not already included in above pre-assessment |

☐ See Notes in GCMS

5.1.9   Additional & Contextual Data

Purpose: to provide extra contextual info to the ▊▊▊▊▊▊▊▊▊▊▊▊▊▊ . No input required by the user as it only displays information when there is a data for the applicant. This block should be listed first to be presented right below the general contextual info. ▊

LoB Defaults: Applicable to all LoBs.

Customization(s): No customization options are available for this block.

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5.2 FINACIAL BLOCKS

Six different financial blocks are included in MOD2, offering flexibility for ways that income and savings are pre-assessed. LoBs currently include up to three financial blocks to complete their financial pre-assessment. Offices can scale it up or down depending on their specific needs.

5.2.1   PA Income/Funds

IMPORTANT This block has been renamed in a previous version. When importing your previous customization into the new version, make sure you double check the imported blocks and replace the block listed with the old name with the updated one. Not doing so will cause the block not to be prompted for pre-assessment at all.

Purpose: to provide information about an applicants' Income and Savings.
There are two main sub-blocks, "**Income Details**" and "**Saving Details**," that work independently. If "**No proof of income provided**" or "**No proof of savings provided**" is checked, the associated sub-block turns grey. If both boxes are checked, the whole block will collapse (⑤).

While different income/savings sources can be added, it is a good practice to provide guidance on what is the most relevant information and details levels required for decision-making. In order to save on characters and/or to make the notes easier to read, users can use "K" for thousand and "M" for million[2].

For "**Type of document**" fields: "**Other**" option is mandatory and unlock the "**Other Desc.**" field when selected. Pre-assessors should then provide a short description of the document.
For "**Total**" fields: If there is more than one entry and if all the entries are in the same currency, this field will be displayed. In all cases, the individual entries are included in the notes matching with what was input by the pre-assessor.

Customization(s): Four dropdowns are customizable. Currency lists, ① and ②, can include up to 25 options. Type of document lists, ③ and ④, can include up to 24 options. "Other" option is mandatory as it is linked to "**Other Desc.**" field.

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[2] Although "G" for billion is not functional at the moment, it may become available in a future version.

5.2.2

Purpose:

3rd Party Income/Funds

Relationship to PA   ☑ No 3rd Party

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5.2.3 Host Details

Purpose:

When there is no information about hosts on file, "**No Host**" checkbox needs to be checked, and the whole block will then collapse. In additional to "**Rel. to PA**" field, pre-assessors must indicate "**Status in Canada**" of the Host. If Host's status is either SP, WP or TRV, "**Validity Date**" field will be triggered to be filled in.

Customization(s):

- In ⑤, customization with "**Host Relationship to PA**" and "**Pre-assessment required**" checkbox works as same as the "**3rd Party Relationship to PA**" and "**Pre-assessment required**"

-

- The "**Status in Canada**" field is non-customizable.

5.2.4 Income and Savings

Purpose: Two additional blocks have been created to increase the flexibility in financial pre-assessment. These two blocks maybe better to use for certain LoBs or offices may prefer using these blocks than a combination of the previous 3 blocks in a), b), and c).

If "**No proof of income provided**" or "**No proof of savings provided**" checkbox is checked, the respective blocks will then collapse.

Customization(s): Lists of Income/Savings Currency, Income/Savings From, and Income/Savings Document are customizable with up to 25 choices for each list.

5.2.5   Business Ownership

Purpose: This is more of a "niche" block that is useful in countries where self-employment and business ownership is common. It is not intended to replace the income blocks for pre-assessment of income from a business source, but to cover extra information that would otherwise not be.

Customization(s): Only "**Owned by**" dropdown list is customizable with up to 24 choices as the "**Other**" option is mandatory for the "**Other Description**" field to be prompted.

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5.3 LINE OF BUSINESS - SPECIFIC BLOCKS

All seven pre-assessment blocks presented in this section are not customizable and specifically applicable to one LoB.

5.3.1   PG-1 Requirements

Purpose: This block works best when paired with the "**Host Details**" block as <u>WHEN</u> the value of ❶**TOTAL HOST INCOME** field is in CAD$, it will then be automatically populated in ❷**TOTAL HOST INCOME $CAD** field. The block can also be used alone, but it will then require manual calculation for the "**TOTAL HOST INCOME $CAD**" field.

There are four sub-blocks. "**LICO Determination**" requires minimal input to make the calculation. As soon as the ❶**TOTAL HOST INCOME** is available, it calculates the number of family members such income can cover (❸). If the family size is unknown, it at least provides that level of details for the decision maker. Alternatively, if only the family size is known but not the total income, a note will be displayed, ❹, to say how many family members such income can cover.

Ideally, we should have both information, and in that case, an information box, ❻, will appear to provide a feedback on whether or not the LICO requirement is met for the application.

The other three sub-block requirements, "**Letter of Support**", "**Proof of Relationship**", and "**Medical Insurance**" are straightforward. Users need to select appropriate options.

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5.3.2   Business Details (B-1)

Purpose: to cover useful information for assessing business visitors. Users need to select an applicable option for each sub-block. For "**Paid by**", "**Other Description**" text field is unlocked when "**Other**" is selected.

5.3.3   Transit Details (VH-1)

Purpose: to provide information about the category's requirements. Users have to type the destination country, select one option from "**Status in Destination**" and then an applicable option for each of the three requirements.

5.3.4   Short Term Student (SX-1)

Purpose: For short-term student, "**Enrollment Details**" field will be unlocked for pre-assessment only if "**Proof of Enrollment**" is "**Provided**". Note that if prompted and left blank, the enrollment details will show as "not pre-assessed" in the notes.

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5.3.5   Work Permit Exempt (WX-1)

Purpose: This blocks works as the same as the "**Short-Term Student**" block.

5.3.6   Returning Student and Returning Worker

Purpose: "**Returning Student**" et "**Returning Worker**" block respectively provides two and three self-explanatory pieces of information relevant to the category.

5.4   SP & WP SPECIFIC BLOCKS
5.4.1   Previous Education

Purpose: to provide information regarding an applicant's past education. Adding multiple entries is available for this block. If there is no relevant information on file, "**No Previous Education info provided**" checkbox should be checked, which will then make the whole block collapse. Otherwise, users must complete all four fields, "**Education Level**", "**School**", "**Marks**", and "**Abroad**".

Customization(s): The "**Education Level**" dropdown is customizable, and admin users can determine which levels school names need to be pre-assessed (❶). The "**Other**" option is mandatory as it unlock the "**Other Description**" field. The "**Abroad**" dropdown is also customizable with up to 25 options (❷).

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5.4.2   LOA Details

Purpose: to provide information regarding an applicant's Letter of Acceptance issued by schools in Canada. This block follows the same model as the "**Previous Education**" block. "**Validity Date**" of CAQ is available for pre-assessment, however, this information is already included in MOD3. Therefore, a mission can have its pre-assessors NOT pre-assess the field through the customization settings.

Customization(s): The "**CAQ**" dropdown is customizable up to 25 choices and admin users can select which choice the "**CAQ Validity Date**" needs to be pre-assessed. "**Program Level**" works the same way, meaning only selected choices will enable "**Program Name**" field.

5.4.3   IELTS

Purpose: This block requires one option box to be selected. If the score selected is 6 or above, "**All Bands at 6.0 or above**" field will be triggered. "**IELTS verified**" checkbox will display as "*Not verified*" in the pre-assessment notes if left unchecked and "*Verified*" if checked.

Customization(s): No customization options are available for this block.

5.4.5   SP Financial Items

IMPORTANT This block's name has been updated in a previous version. If you plan to import your previous customization into the new version, make sure you double check the imported blocks and replace the block listed with the old name with the new one. Not doing so will cause the block not to be prompted for pre-assessment at all.

Purpose: This block is non-mandatory, as the covered information is not applicable to all cases. If it is not pre-assessed, no alert message will pop up, and no "*Not Pre-assessed*" remark will show up in the pre-assessment notes. If there is information on file, pre-assessors should use appropriate items. "**Amount & Info**" fields are open text and are enabled when checkboxes in front of them are checked.

Customization(s): No customization options are available for this block.

5.4.6   First Program/Second Program

Purpose: This block is still available but is not part of the defaults and may not be relevant anymore. The "**LOA Details**" block ensures a higher level of pre-assessment of an applicant's intended study programs. However, it remains available should your office prefer to use it.

Customization(s): No customization options are available for this block.

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5.4.7   LMIA Details

Purpose: LMIA Details block has two display possibilities.

The display appears by default and covers pre-assessments when a LMIA is required. The four sub-blocks, ❶ ❷ ❸ ❹, should be fully pre-assessed by selecting appropriate options.

For ❶**Applicant named on LMIA**, three fields must be pre-assessed and for ❷**Education Requirement** and ❸**Experience Requirement**, two fields must be pre-assessed for each sub-block. If any filed is left blank, "*Not Pre-Assessed*" remark will appear in the pre-assessment notes for each missing field.

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The second display appears only when **⑤LMIA Exempt** checkbox is checked. **⑥Exemption Cat.** includes a dropdown of exemption categories. When one category is selected, its list of requirements will be automatically display under "**LIMA Exempt Requirements**". Pre-assessors then need to confirm whether each requirement is met or not by checking "**Met**" or "**Not Met**". To reduce the number of clicks, either "**All Reqs Met**" or "**No Reqs Met**" checkbox can be checked.

NOTE: If a requirement is not indicated as met or not met, an **⑦ALERT!** message will pop up after clicking the "**Generate Notes**" button, and it will appear as "**REQ UNSPECIFIED**" in the pre-assessment notes.

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Picture 07: LMIA Exemption Category/Requirements customization

<u>Customization(s)</u>: ⑧**LMIA Exemption Category list** is customizable. The "**Other**" is mandatory which will trigger the "**Other Description**" field. Each category requirement list, ⑨, is also customizable and contains **up to** 10 requirements each. You can add new requirements by simply typing in the blank filed.

As the current available categories are the default setting, renaming a category will result in creating a new category with a new name and the same template as the current category. To avoid confusion, admin users should remove the duplicate this would create.

> <u>Example</u>: Renaming "C11-Qc" category to "C11-Quebec" will not remove the "C11-Qc" category, but will create a "C11-Quebec" category with the same template as the "C11-Qc".

When customizing the requirements, the number of characters should be taken into consideration. As the default setting does not use much abbreviation, if LMIA-exempt pre-assessment notes often go beyond 1000 characters, working modifications should be considered.

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5.4.8   WP Additional Requirements

Purpose: This block had been added to provide a quick solution while the "**LMIA Exempt**" part of the "**LMIA Details**" block was being developed. The block remains available, however, missions should consider removing it from the WP LoB and complete the customization of the exemption categories in the "**LMIA Details**" block instead.

Customization(s): List of "**WP Additional Requirements**" is customizable.

5.4.9   WP Caregiver

Purpose: to provide additional information to decision-makers on this specific WP category. This block is non-mandatory as it would not apply to all pre-assessments. Offices without such caseload may wish to remove it from their WP LoB.

Three situations are covered. When one is selected, additional pre-assessment items, as well as "**Applicant related to employer**?" checkbox, with turn from grey to white and must be completed.

Customization(s): No customization options are available for this block.

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5.4.10 Offer of Employment

Purpose: to provide information regarding an applicant's offer of employment in Canada, if there is one. Only if **"Provided"** checkbox is checked, **"Salary"** and **"Conditions"** sub-blocks will be prompted.

Customization(s): No customization options are available for this block.

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Welcome to the Chinook Module 5 Indicator Submission Template!

In order to submit a new set of indicators for inclusion in Chinook Module 5, you must complete the attached submission template.

The submission will be reviewed by NHQ and if approved, added to the following Module 5 indicator database for use across IRCC.

How to Complete the Form

IRCC Office Name: Select from the dropdown to match Chinook Module 5 Source List.

Summary of Submission: Indicate here a brief summary of the submission, including how it was encountered. This is your opportunity to explain why this indicator set should be included in Module 5.

Source: Select from the dropdown to match Chinook Module 5 Source List.

Rule Origin: Select from the dropdown to match Chinook Module 5 Source List.

Rule Type: Select from the dropdown to match Chinook Module 5 Source List.

Criteria: Indicate the criteria/filters that will be used to identify the applications/clients which will be filtered for in Chinook.

Ex.   Client COB **equals**

Employer **CONTAINS** "Engineer"

DLI **does NOT equal** University of Ottawa

Please be precise and try to ensure your criteria do not capture too wide of a group. Ensure you select criteria only from one module OR the other. You cannot combine criteria from Mod1 and Mod3.

You can use equals (==), does not equal (!=), or contains (~=)

Validity Period: 4 months is the default period for an indicator set to be included. Only provide justification if anything other than 4 months is required.

Rule Logic: Provide a short explanation of the logic for rule inclusion in Chinook Module 5.

Ex.

Rule Instructions: Indicate here the information/instruction to be displayed to user if the indicators are matched.

Examples:

Sample Application Numbers: Use this field to provide some sample application numbers which should match the criteria you have provided that can be tested. If the sample application numbers do not get flagged in Chinook, we will revert to you for additional information.

Other: Use this section to provide any other pertinent information which could not be included in the above. For example, if you have suggestions for how to expand the source, origin or type lists, include this information in this section.

How to submit the form: Once the form is complete, please save with the following naming format:

Mod5 Submission – [Office Name] – [Submission Date DD.MM.YYYY] – [Sequence #] (if submitting multiple submissions on the same day, the sequence # should increase

Ex. "Mod5 Submission –   190211 – 1"

The saved submission is to be sent to: **IRCC.INRAO-AORRI.IRCC@cic.gc.ca**

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IRCC Chinook Module 5 – Indicator Submission Template
Submission Date: 2021-06-23

CHINOOK

IRCC Office Name: Choose an item.
Summary of Submission: s.15(1)(i)i)
Source: Choose an item.
Rule Origin: Choose an item.
Rule Type: Choose an item.
Criteria: *A list of all possible filters that can be selected from is attached as <u>Annex A</u>.
Validity Period: Choose an item. **Justification:**
Rule Logic:
Rule Instructions:
Sample Application Numbers:
Other:

Save as: Mod5 Submission -   - 23.06.2021 - #

IRCC Chinook Module 5 – Indicator Submission Template
Submission Date: 2021-06-23

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Annex A:

Module	Column	DataType

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IRCC Chinook Module 5 – Indicator Submission Template
Submission Date: 2021-06-23

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CHINOOK

CHINOOK

CHINOOK

TRV Journey Lab ::

Chinook+ & GCMS Chinook Tab

USER MANUAL v.3

Table of Contents

Revisionist History

Draft Version	Description	Date	Author
Draft v0	Description and detailed instructions of how to use new Chinook + and GCMS Chinook Tab (Stage 2 of Rollout)	27FEB2020	Lisa Catana
v1	Amendments to Biometrics Logic	10MAR2020	
v2	Amendments to Logic Inclusion of SP/WP/EXT functionality	27APR2020	Lisa Catana
V3	Minor edits	18JAN2021	Zal Karkaria

Contact

For any questions and/or comments relating to Chinook + or the GCMS Chinook Tab, please contact the TRV Journey Lab – Officer Team at the following email:

IRCC.JL.Officer-JL.Officier.IRCC@cic.gc.ca

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New tools at a glance

The TRV Journey Lab has recently created new features in Chinook and GCMS to help improve the decision-maker experience while processing TR applications.

Several features have been built to create a link between Chinook and GCMS, which will now allow decision-makers to:

1. **Automate Final Decision Administrative tasks:**
   Using the new tools, decision-makers can now automate tasks that were previously done manually such as:
   - Final Decision entry,
   - Pasting notes from Chinook into Notes Tab
   - Entry of refusal grounds
   - Generation and sending of passport request/refusal letters
   - Generating counterfoils
   - Setting counterfoil print queue
   - Modifying SP/WP Permit Details

2.

3. **Automate Biometrics Administrative tasks:**
   Decision-makers can now indicate their Biometrics decision in Chinook, and the entry will be automated in GCMS

To take advantage of the new features, you will need access to two new tools:

Tool	Description
Chinook + CHINOOK+	- New version of Chinook that includes new functionality including: - New Biometrics Action column - New functions in Action column - Export to GCMS button - Support for TRV/SP/WP/SP-EXTs
GCMS – Chinook Tab GCMS ⊘ Site Map Report(s) CIC Chinook Upload: Search IMM Activities Addresses IMM Chinook	- New Chinook Tab in GCMS that allows users to input data directly from Chinook then automates associated administrative tasks for final decisions and biometrics - Support for SP/WP/SP-EXTs as of JUNE 2020 with GCMS Release 23 - Restricted Access: During the testing/rollout phase, the Chinook Tab will only be visible to users participating in the testing. Once full rollout is complete, the Chinook Tab will be added as a default for all GCMS Users with Visa Officer responsibility

Set up and get started

Prepare Chinook +

1. Open *ChinookPlus – Module 3 – Viewer.xlsb*

2. Read the Disclosure dialogue box and click *OK*

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3. **Enter your GCMS ID:** When prompted, enter your GCMS ID
   NOTE: you must enter a GCMS ID to use Chinook+ with the GCMS Chinook Tab).

4. **Set your data path:** If data path is not already set up, navigate to the
   Chinook>Data folder on your computer and click *OK*.

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**Prepare Chinook +
(continued)**

5. Ensure that the Data folder contains the following files:
    - Mod 3
    - Mod 5
    - Schema
    - REGION NAME – Mod 3 – Cols
    - REGION NAME – Mod 3 – Hist
    - *(NEW)* Chinook – Mod 3-Biometrics Ready
    - *(NEW)* Chinook – Mod 3-Biometrics Roll Up

6. **Set up your Selected Region and GCMS ID:**

    1. Click on the *Settings* button
    2. Under the User Info window:
       - Select the relevant *Region*

    NOTE: The GCMS ID used in Chinook+ must match the GCMS ID of the user, when using the Chinook Tab in GCMS.

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Prepare Chinook Tab

7. Open a new session of GCMS

8. Click on the new *Chinook Tab*

9. If not visible in your tabs, navigate to *Site Map>Chinook* and select *Chinook*

NOTE: The Chinook Tab is currently restricted only to officers involved in the testing. Once the new tools are fully tested and rolled out to all missions, the Chinook Tab will be available to all GCMS users with Visa Officer responsibility.

Chinook Tab layout

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Chinook+ :: What's New

Export to GCMS button
to facilitate moving
information to GCMS

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Using the new Biometrics Action column

1. **Hover over feature:** Hover over any cell in the Biometric Action column to quickly view the biometrics details for an application, hover over the cell.

2. **To view the Biometrics Window for a single application**: Highlight the Biometrics Action cell corresponding to an application to launch the Biometrics Window.

3. **To view the Biometrics Window for a multiple applications:** In the Biometrics Action column, highlight multiple cells for the corresponding applications to launch the Biometrics Window

See ANNEX A for description and details of the Biometrics Action Column Statuses.

4. **Biometrics Window:** Use the << & >> buttons to toggle through your selected applications. The Application # and Record count will change as you toggle through the applications.

Using the new Biometrics Action column (continued)

5. For applications where the *Biometric – FCC Detail* Activity for US, NZ or AUS is at status *Ready to be Assessed*, the appropriate check boxes will be activated.

6. **Reviewed:** Click on the appropriate checkbox to set the biometrics activity status to *Complete – Assessed.* Once you have checked any of the boxes in the Biometrics Window, the Biometrics Action column will subsequently display *Reviewed* for that application.

7. **Review Required:** If further review of the biometrics is required outside of Chinook, click the *Review Required* checkbox. The Biometrics Action column will subsequently display *Review Required* for that application.

Using the new Biometrics Action column (continued)

8. When you have completed the biometrics assessments for the application(s), click the *Save Biometric Action* button to ensure that your assessments are saved and included in the Export to GCMS.

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Using the new features in the Action Window

9. **Approvals: Counterfoil Details (For all LOBs)**

If the Approval checkbox is selected in the Action Window, decision-makers will now be able to select the following details from the *Action Window.* *NOTE:* If any of these fields are not entered in Chinook, then existing GCMS defaults will be followed.

Counterfoil Print Queue:
- Select your Office from the *Office* dropdown menu
- Select your desired *Counterfoil Print Queue* from the second dropdown (which will show a list of Print Queues associated to the selected office).
- *NOTE:* If no Print Queue is selected, your GCMS default print queue will be used once you have entered information in the Chinook Tab.

Counterfoil Validity Date:
- Click on the *Date* button to launch the calendar window and select a date.

Using the new features in the Action Window (continued)

10. **Approvals: Permit Details (For SP, WP, SP-EXT and WP-EXT)**
    For SP, WP, SP-EXT and WP-EXT approvals, , additional fields will appear in the Action Window:

    - **Permit Validity Date:**
      Click on the *Date* button to launch the calendar window and select a date.

    - **Remarks**:
      Enter relevant remarks in the Remarks window as required.

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Using the new features in the Action Window
(continued)

- **Conditions**:
  To select Permit Conditions – click on the *Approvals 2* tab in the Action Window and select the conditions that apply for the application. The conditions list will correspond to the selected Application Type.

11. **Refusals:**

- **Generate Refusal Letter Checkbox:**
  If the refusal checkbox is selected in the Action Window, the Generate Refusal Letter Checkbox will be checked as a default.

  If a refusal decision is exported to GCMS using the Export to GCMS button, a refusal letter will automatically be generated in GCMS based on the exported refusal grounds.

  Unchecking the box will stop the refusal letter from being automatically generated. This will allow additional edits or amendments to the refusal letter (i.e. adding comments for an "Other" refusal ground etc.

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Using the new features in the Action Window (continued)

- **Refusal Letter Intros:**
  For SP, WP, SP-EXT, WP-EXT, select the *Refusal Letter Intro* type from the drop-down box in the Action Window.

Using the new Export to GCMS button

12. The new Export to GCMS button can be used in lieu of the Action List button. Once clicked, the button will copy instructions for GCMS onto your clipboard that can then be pasted directly into the GCMS Chinook Tab to perform the final decision administrative actions that typically would have been done manually. These actions are the following **(See Annex B & C for full details of actions completed in GCMS, including logic**):

    - Final Decision entry
    - Biometrics FCC Detail Assessments
    - Pasting notes from Chinook into Notes Tab
    - Entry of refusal grounds
    - Generation and sending of passport request/refusal letters
    - Generating counterfoils
    - Setting Counterfoil Print Queue
    - Setting Counterfoil Validity Date
    - Setting Permit Validity Date (SP/WP/SP-EXT/WP-EXT only)
    - Setting Conditions & Remarks (SP/WP/SP-EXT/WP-EXT only)

Using the new Export to GCMS button (continued)

NOTE: All actions that are automated in GCMS, will be tagged in GCMS against the user's GCMS ID.

13. To use new Export to GCMS: Once decisions have been entered in the Action column, click on the Export to GCMS button.

   NOTE: Applications that have "Other" in the Action column OR Applications that have already been Sent to GCMS will not be exported for decision.

14. The following window will pop up to confirm that the Export has been copied to your clipboard.

   Microsoft Excel   ✕

   (i) There is now text copied to your clipboard!

                                          OK

15. Navigate directly to the GCMS Chinook Tab to paste the information into GCMS. (see Chinook Tab instructions below).

Sent to GCMS

16. Once an application's information has been Exported to GCMS, a checkmark will appear in the "Sent To GCMS" column.

GCMS Chinook Tab :: It's All New

Basics

Quick basics about the Chinook Tab:
- Decisions entered in the Chinook Tab, will never overwrite existing decisions in Chinook (including Eligibility and Findecs)
- Any application processed in the Chinook tab will always be tagged to the Chinook Session ID – so it can be queried at a future time.
- All Chinook Tab data will be available via Answers Queries Errors that typically prevent applications from being finalized (i.e. Cost Recovery fee outstanding, Biometrics not assessed, open Criminality/Security assessments or Verifications etc) will continue to be returned in the Chinook Tab.

There are three sections to the new Chinook Tab:

1. **Chinook Upload Session**
   - To Create new Chinook Upload Session (much like creating a group)

2. **Paste Chinook Decision Data**
   - Paste data here after clicking "Export to GCMS" button in Chinook

3. **Uploaded Chinook Apps List**
   - Review uploaded Chinook Application information

Creating a new Chinook Session

1. Before pasting information from the Export to GCMS Chinook button, a new Chinook Session must be created.

2. In the Chinook Upload Session window, click *New* button

3. **Session ID:** A new Chinook Session ID # will appear in the ID column

4. **Name:** The Session name can be edited in the name column. The name will default to the Session ID if not modified by the user

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Pasting Chinook Data into Chinook Tab

5. In the *Paste Chinook Decision Data* section of the tab, paste (CTRL+V) your data from the *Export to GCMS* button in Chinook.

NOTE: A "$" sign will appear at the end of the pasted Chinook information. This indicates the end of the information. Do not hit enter, or enter any other characters after this $ - it will cause an error.

6. Click the *Upload Chinook Data* button to review your application information.

NOTE: **This will not process the decisions**, it will pull the Chinook decision information into the Uploaded Chinook Data list for review.

Review Uploaded Chinook Apps List

7. The application information entered in Chinook will appear in the Uploaded Chinook Data window:

8. The following information can be reviewed in the relevant columns:

Column Title	Description
...	
...	
...	
...	
...	
...	
...	
...	
...	
...	
...	
...	

Upload Chinook Apps List Columns:

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Using the Process Chinook Data button

9. Once applications have been reviewed – click the *Process Chinook Decisions* to complete the final decision activities for the applications.

NOTE: Depending on the number of applications being processed, the delay may be several minutes. **The buffer wheel will only appear for 90seconds and then will disappear. This does not mean that the processing has crashed.** Status will change to Complete or Complete- Error once processing is done.

SUGGESTIONS:
- Do not process more than 25 applications at a time.
- Continue review of remaining applications in Chinook while you wait for the Chinook Tab to finish processing.

Upload Statuses & Summaries

The Chinook Upload Session status will indicate the processing status of the group of applications in that session.

Column Title	Description

The Chinook Upload Session window also provides a summary of the # Apps, # Approved, # Withdrawn, # Refused, # Errors as well as the elapsed time for each complete session.

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Application Error Statuses

As mentioned above, errors typically returned to a user to indicate that the application cannot be finalized, will still appear in the Chinook Tab under Application Error Status.

There are several new errors listed below that are specific to the Chinook Tab:

Fixing Application Errors

10. Should an error occur on an application, click on the Application Number hyperlink.

11. Fix the error, if possible and use the breadcrumb to return to the Chinook Session Tab.
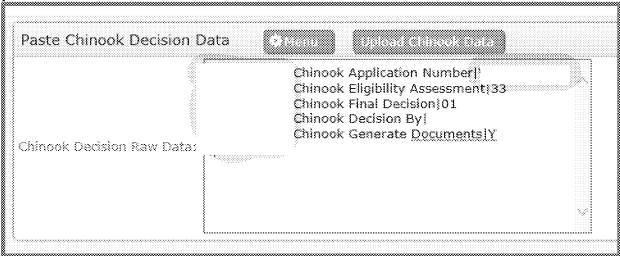

Deleting Applications from a Session

12. Click the Process Chinook Decisions button, and all applications that are not at *Status= Complete* will be re-processed.

13. To delete an application from a Session, highlight the application(s) and click *Menu>Delete Record*.

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Troubleshooting

The Chinook+ and Chinook Tab are new and there may be bugs that have not been identified..

There are a few known issues that are identified below to assist with troubleshooting:

Issue	Workaround
The buffer wheel disappears and it looks like the Chinook session has crashed. OR Chrome gives me this Page Unresponsive message: 	In GCMS, the buffer wheel automatically disappears after 60-90second. Unfortunately, this isn't something we could easily fix. So **trust it and let it run** – the Session Status will change to Complete – No Error or Complete – Error once it's done. Do not click the Process button again as this will actually make it crash.
When I paste my information from Chinook into the Chinook Raw Data window, I see a $ and then some other symbols: Ex: V1|Chinook Application Number|V1 V1|Chinook Eligibility Assessment|33 V1|Chinook Final Decision|01 V1|Chinook Decision By| V1|Chinook Generate Documents|Y $ >p	To avoid errors in the Chinook Tab, ensure that there are no extra characters or spaces after you paste in the Chinook Data window: Delete all extra characters and spaces after the $.

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ANNEX A

Biometric Action Column

Biometric Action Column Display	Biometrics Details Column: Lead Tag Line	Logic
POT ERROR – SEE GCMS	Potential Info Sharing Error – see GCMS	
ERROR Q1 – SEE GCMS	Info Sharing Q1 Failure – see GCMS	
ERROR Q2 – SEE GCMS	Info Sharing Q2 Failure – see GCMS	
NOT ASSOCIATED *OR* **ALL NOT ASSOCIATED**	Biometrics Not Associated - see GCMS	
POT ADV - SEE GCMS	Potentially Adverse Info – see GCMS	

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NOTE: The detailed information for this record will not be provided in Chinook. Decision-Maker will be required to review information in GCMS and the Biometrics Assessment checkboxes for this application will be disabled in Chinook.

USA pending	Additional Info – see GCMS
NZL Pending	
AUS pending	
USA/NZL/AUS pending	
USA/NZL pending	
USA/AUS pending	
NZL/AUS pending	

COMPLETE (COUNTRY) *OR* **ALL COMPLETE**	COMPLETE
(COUNTRY) NRT *OR* **ALL NRT**	ALL NRT
EXEMPT (COUNTRY) *OR* **ALL EXEMPT**	ALL EXEMPT
INCOMPLETE FINGERPRINT (COUNTRY) *OR* **INCOMPLETE NOT STARTED** *OR* **ALL INCOMPLETE**	INCOMPLETE

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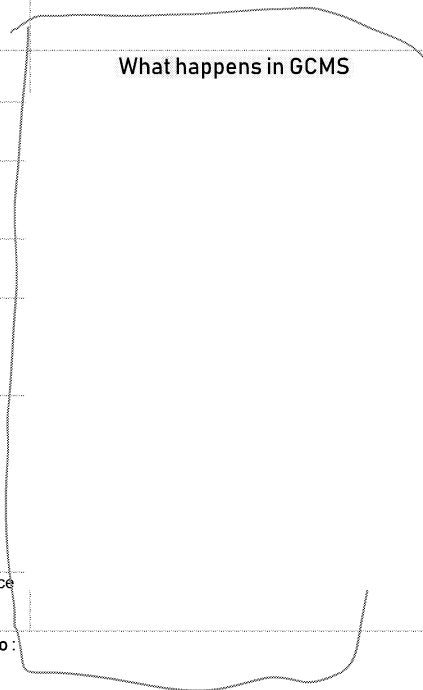## BIOMETRIC STATUSES THAT WILL APPEAR AFTER DECISION-MAKER REVIEW

REVIEWED	If the user has reviewed Biometrics and clicked on an assessment check box and "Save Biometrics Action" button
REVIEW REQUIRED	User has checked the "Review Required" box in the Biometrics Action Column

ANNEX B

Final Decision Logic – TRV

	Activity/Field in GCMS	What happens in GCMS	Final Decision		
			Approval	Refusal	Withdrawal
Eligibility & Findec	Eligibility Assessment		Eligibility: Passed	Eligibility: Failed	Eligibility: (blank – unless already Passed or Failed)
	Final Assessment		Final Decision : Approved	Final Decision : Refused	Final Decision : Withdrawn
Notes	Notes tab		Yes	Yes	Yes
Refusal Grounds:	Finalize Application>Refusal Grounds		N/A	Yes	N/A
Correspondence:	Correspondence>Outgoing		Ppt Request ltr = Generate	Refusal Letter = Generate	No letter generated – cannot automate letters that have to be picked from the T:Drive
			Ppt Request ltr = Sent	Refusal Letter = Sent	
			Ppt Request ltr = Generate	Refusal Letter = Generate	
Counterfoil	Finalize Application> Document Issuance		Generate and set Print Queue	N/A	N/A
Things GCMS won't let us automate that you'll still have to do :			If Received Via Other/VAC = set letter to Sent Set Validity Date if change is required	If Received Via Other/VAC = set letter to Sent	Send withdrawal letter

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Final Decision Logic – SP

	Activity/Field in GCMS	What happens in GCMS	Final Decision		
			Approval	Refusal	Withdrawal
Eligibility & Findec	Eligibility Assessment		Eligibility: Passed	Eligibility: Failed	Eligibility: (blank – unless already Passed or Failed)
	Final Assessment		Final Decision : Approved	Final Decision : Refused	Final Decision : Withdrawn
Notes	Notes tab		Yes	Yes	Yes
Refusal Grounds:	Finalize Application>Refusal Grounds		N/A	Yes	N/A
Correspondence:	Correspondence>Outgoing		POE Intro Ltr = Generate Study Permit = Authorized	Refusal Letter = Generate	No letter generated – cannot automate letters that have to be picked from the T:Drive
			POE Intro Ltr = Generate Study Permit = Authorized Original Ppt Request = Sent	Refusal Letter = Sent	
			POE Intro Ltr = Generate Study Permit = Authorized Original Ppt Request = Generate	Refusal Letter = Generate	
Counterfoil	Finalize Application> Document Issuance		Generate and set Print Queue Set Validity Date Counterfoil = Generate eTA = Authorized	N/A	N/A
Permit	Finalize Application >Document Issuance>Type = Permit – SP		Set Validity Date User Remarks based on Chinook entry Conditions based on Chinook entry		
Things GCMS won't let us automate that you'll still have to do :			If Received Via Other/VAC = set letter to Sent	If Received Via Other/VAC = set letter to Sent	Send withdrawal letter

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Final Decision Logic – SP-EXT

	Activity/Field in GCMS	What happens in GCMS	Final Decision		
			Approval	Refusal	Withdrawal
Eligibility & Findec	Eligibility Assessment		Eligibility: Passed	Eligibility: Failed	Eligibility: (blank – unless already Passed or Failed)
	Final Assessment		Final Decision : Approved	Final Decision : Refused	Final Decision : Withdrawn
Notes	Notes tab		Yes	Yes	Yes
Refusal Grounds:	Finalize Application>Refusal Grounds		N/A	Yes	N/A
	Refusal Letter Details>Paragraph Type			Refusal Letters Details> Paragraph Type based on Chinook entry	
Correspondence:	Correspondence>Outgoing		Study Permit = Generate	Refusal Letter = Sent	No letter generated – cannot automate letters that have to be picked from the T:Drive
			Study Permit = Generate	Refusal Letter = Sent	
Counterfoil	Finalize Application> Document Issuance		Generate and set Print Queue Set Validity Date Counterfoil = Generate eTA = Authorized	N/A	N/A
Permit	Finalize Application >Document Issuance>Type = Permit – SP		Set Validity Date User Remarks based on Chinook entry Conditions based on Chinook entry	N/A	N/A
Things GCMS won't let us automate that you'll still have to do :			Set Study Permit to Authorized	N/A	Send withdrawal letter

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s.16(2)(c)

Final Decision Logic – WP

	Activity/Field in GCMS	What happens in GCMS	Final Decision		
			Approval	Refusal	Withdrawal
Eligibility & Findec	Eligibility Assessment		Eligibility: Passed	Eligibility: Failed	Eligibility: (blank – unless already Passed or Failed)
	Final Assessment		Final Decision : Approved	Final Decision : Refused	Final Decision : Withdrawn
Notes	Notes tab		Yes	Yes	Yes
Refusal Grounds:	Finalize Application>Refusal Grounds		N/A	Yes	N/A
	Refusal Letter Details>Paragraph Type			Refusal Letters Details> Paragraph Type based on Chinook entry	
Correspondence:	Correspondence>Outgoing		POE Introduction Ltr = Generate Work Permit = Authorized	Refusal Letter = Generate	
			POE Introduction Ltr = Generate Work Permit = Authorized Original Passport Request = Sent	Refusal Letter = Sent	No letter generated – cannot automate letters that have to be picked from the T:Drive
			POE Introduction Ltr = Generate Work Permit = Authorized Original Passport Request = Generate	Refusal Letter = Generate	
Counterfoil	Finalize Application> Document Issuance		Generate and set Print Queue Set Validity Date Counterfoil = Generate eTA = Authorized	N/A	N/A
Permit	Finalize Application >Document Issuance>Type = Permit – WP		Set Validity Date User Remarks based on Chinook entry Conditions based on Chinook entry	N/A	N/A

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Things GCMS won't let us automate that you'll still have to do :		If Received Via Other/VAC = set letter to Sent	If Received Via Other/VAC = set letter to Sent	Send withdrawal letter

Final Decision Logic – WP-EXT

	Activity/Field in GCMS	What happens in GCMS	Final Decision		
			Approval	Refusal	Withdrawal
Eligibility & Findec	Eligibility Assessment		Eligibility: Passed	Eligibility: Failed	Eligibility: (blank – unless already Passed or Failed)
	Final Assessment		Final Decision : Approved	Final Decision : Refused	Final Decision : Withdrawn
Notes	Notes tab		Yes	Yes	Yes
Refusal Grounds:	Finalize Application>Refusal Grounds		N/A	Yes	N/A
	Refusal Letter Details>Paragraph Type			Refusal Letters Details> Paragraph Type based on Chinook entry	
Correspondence:	Correspondence>Outgoing		Work Permit = Generate	Refusal Letter = Generate	
			Work Permit = Generate	Refusal Letter = Sent	No letter generated – cannot automate letters that have to be picked from the T:Drive
			Work Permit = Generate	Refusal Letter = Generate	
Counterfoil	Finalize Application> Document Issuance		Generate and set Print Queue	N/A	N/A
			Set Validity Date		
			Counterfoil = Generate		
			eTA = Authorized		
Permit	Finalize Application >Document Issuance>Type = Permit – WP-EXT		Set Validity Date	N/A	N/A
			User Remarks based on Chinook entry		
			Conditions based on Chinook entry		
Things GCMS won't let us automate that you'll still have to do :			If Received Via Other/VAC = set letter to Sent	If Received Via Other/VAC = set letter to Sent	Send withdrawal letter

ANNEX C

Eligibility Logic

Decision-Maker Entry in Chinook		What happens in GCMS		
If Chinook Final Decision =	**THEN Chinook Eligibility will be set to:**	**If Existing GCMS Eligibility =**	**THEN Chinook Tab will set GCMS Eligibility to:**	**THEN Error Message =**
Approved	Passed	Blank	Passed	n/a
		In Progress	Passed	n/a
		Not Started	Passed	n/a
		Recommend Interview	Passed	n/a
		Recommend Passed	Passed	n/a
		Review Required	Passed	n/a
		Passed	Will not overwrite existing Eligibility decision, but will continue with remaining Final Decision actions	n/a
		Not Met	No actions will be completed. Will return Error to Officer.	"Eligibility is Not Met"
		Failed	No actions will be completed. Will return Error to Officer	"Application's Final Assessment cannot be updated due to Eligibility Assessment value"
Refused	Failed	Blank	Failed	n/a
		In Progress	Failed	n/a
		Not Started	Failed	n/a
		Recommend Interview	Failed	n/a
		Recommend Passed	Failed	n/a
		Review Required	Failed	n/a
		Passed	No actions will be completed. Will return Error to Officer	"Application's Final Assessment cannot be updated due to Eligibility Assessment value"
		Not Met	Failed	
		Failed	Will not overwrite existing Eligibility decision, but will continue with remaining Final Decision actions	
Withdrawal	Blank	Blank	Blank	
		In Progress	Blank	
		Not Started	Blank	
		Recommend Interview	Blank	
		Recommend Passed	Blank	
		Review Required	Blank	
		Passed	Will not overwrite existing Eligibility decision, but will continue with remaining Final Decision actions	
		Not Met	No actions will be completed. Will return Error to Officer.	"Eligibility is Not Met"
		Failed	No actions will be completed. Will return Error to Officer.	"Eligibility is Failed"

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